

JULY 2018

REDUCE THE RISK ROUND FOR VIOLENCE PROTECTION



LM^P LABOR MANAGEMENT
PARTNERSHIP

Deadlines. Health issues. Money issues. Misunderstandings. Life can be stressful.

When not dealt with appropriately, stressful situations can boil over. Health and safety champions can help unit-based teams identify potentially violent encounters before they occur and manage them if they do.



This month ask your team:

- » What situation, environment or task in your department has the highest potential for violence?
- » What changes can be made to reduce or prevent violence from happening?
- » What are the procedures for getting assistance in resolving situations in your department?

Then share this information with your manager and follow up with your unit-based team on what steps can be taken.

If you find yourself in a potentially escalating situation, remember to:

- » **Use a calm voice and maintain eye contact.**
- » **Empathize:** *“I understand you are frustrated.”*
- » **Leave a door open. Maintain a safe distance:** *“Let’s sit down to talk this over.”*
- » **Be respectful. Ask instead of tell:** *“Please, can you tell me what’s wrong?”*
- » **Give options, not threats:** *“Can we take a quick break while I get some information for you?”*

NOTE: If you are feeling threatened or the situation continues to escalate, leave the area and contact your supervisor or security. For all emergencies call 911. Defer to the rules for your department or facility.