



## Workplace Violence and Conflict

### What is Workplace Violence??

Workplace violence can be defined as “any behavior which creates a work environment that a reasonable person would find intimidating, threatening, violent, or abusive, regardless of whether the behavior may affect a person’s psychological or physical well being.” Types of workplace violence include, but are not limited to, homicide, suicide, rape, assault and battery, verbal abuse, threats, and stalking.

### The Cost of Workplace Violence

Victims, witnesses, and co-workers alike may suffer a high price when it comes to incidents of workplace violence. Victims suffer loss of life or extreme traumatic injury, either physical or psychological. Witnesses and co-workers can suffer both physical and mental anguish, which lends to a slow down in work productivity and possible development of “Post Traumatic Stress Disorder.” Organizational costs rise as well as a result of medical and psychiatric care for employees, potential liability lawsuits, increased security measures, and higher insurance rates.

### Early Warning Signs

The majority of workplace violence can be prevented with early intervention. Recognizing early warning signs is the key to prevention. These signs may include:

- Romantic obsession
- Chemical dependence
- Depression
- Pathological blamer
- Elevated frustration with environment
- Obsession with weapons
- Unusual changes in person’s routine behavior

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### Prevention

MGH Police and Security offers the following services in the area of workplace violence incident prevention:

- Awareness and prevention training
- Risk and threat assessments
- Covert investigations
- Utilization of forensic techniques
- Liaison with local, state, and federal police agencies
- Interviews of persons of interest
- Referral to EAP, HAVEN, HR, Legal, and Social Services

### Post-Event Management

MGH Police and Security offers the following confidential and free of charge services in the area of workplace violence post event management:

- Arrests for violations of law and restraining orders (209A)
- Comprehensive follow up investigation
- Customized home security planning
- Customized workplace security planning
- Customized school and daycare security planning
- Physical security improvements in the workplace
- Court Assistance

### Online Workplace Violence Resources

[www.jcrinc.com/Sentinel-Event-Alert-45/](http://www.jcrinc.com/Sentinel-Event-Alert-45/)  
[osha.gov/SLTC/workplaceviolence/index.html](http://osha.gov/SLTC/workplaceviolence/index.html)

[www.cdc.gov/niosh/topics/violence](http://www.cdc.gov/niosh/topics/violence)  
[www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)



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