

Preventing Violence

Are you concerned that a member of your team may be engaging in aggressive behavior that could escalate into violence? These steps will help address the situation:

- 1. Document.** Write down not just what you have observed, but any incidents that have been reported to you. Include as much detail as possible in your documentation. Keep the information on a need-to-know basis until you have spoken with HR and other company resources.
- 2. Consult with Human Resources.** Review company policies and discuss the situation with HR, security, and other appropriate company resources. The LifeMatters Management Consultation Service is also available to discuss the situation and review next steps.
- 3. Schedule a private meeting with the aggressive person.** List the problematic behaviors and make it clear that they are not acceptable within the workplace.

Sample language: “[State behavior] is inappropriate and could put others at risk. It’s important that everyone feel safe in our workplace.”
- 4. Listen.** Ask the individual for his or her perspective on the event. If the person indicates that the behavior was a reaction to another’s provocation (such as bullying behavior), commit to an investigation.

Sample language: “Thank you for telling me about [the inciting event]. I will look into that situation. In the meantime, we need to focus on your behavior.”

- 5. Outline expectations.** Be clear about expectations moving forward and the consequences if the person engages in the behavior again. Consult with Human Resources regarding next steps prior to the meeting.

Sample language: “A repeat of [state problematic behavior] will result in disciplinary action.”

- 6. Make a referral to LifeMatters.** Explain that LifeMatters can help address anger, stress, or any other issue impacting workplace behavior. If you are making a performance referral, explain that LifeMatters is available to assist with returning performance to acceptable levels.

Sample language: “LifeMatters can help you cope with feelings of anger or frustration. They can even be a sounding board if you’re having a bad day. I urge you to call so they can help you get back on track.”

- 7. Follow up.** Check in with the individual to address any lingering concerns and provide additional guidance about appropriate behavior at work. If the aggressive behavior was directed at a particular individual, verify that nothing else has occurred. Consult with Human Resources prior to taking any further actions.

The LifeMatters Management Consultation Service is available to help you address worries about violence or any other concern. Call 24/7/365.

Call the **LifeMatters®** by Empathia Management Consultation Service toll-free anytime. **1-800-367-7474**

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