

Workplace Violence Prevention Toolbox Talk – Global

- Today we are going to discuss the serious topic of workplace violence prevention.
- It can be very difficult to know when a person may become violent. Not all people will show the warning signs we will discuss today. But these behaviors and physical signals can serve as warning signs that a situation could turn violent.
- It's critical to take these behaviors in context. If you see multiple warning signs and the behaviors are getting worse, please act and report your concern to a supervisor or human resources department.
- Always take note if:
 - There is a change in behavioral patterns; or
 - The number, frequency, and intensity of the behaviors are disruptive to the work environment.
- The classic warning signs that a person may become violent can include:
 - Crying, sulking or temper tantrums;
 - Excessive absenteeism or lateness;
 - Pushing the limits of acceptable conduct or disregarding the health and safety of others;
 - Disrespect for authority;
 - Handling criticism poorly;
 - Increased work mistakes or errors;
 - Blaming others for mistakes; and
 - Talking about the same problems repeatedly without resolving them.
- Physical signs that a person may act out include:
 - Signs of extreme fatigue;
 - Sweating;
 - Pacing, restless, or repetitive movements;
 - Exaggerated or violent gestures;
 - Loud talking or chanting; or

- Violating your personal space.
- In some cases, there has been a clear pattern of warning signs before a violent incident. When you can, take note of:
 - A history of violence. This can include a fascination with incidents of workplace violence, an extreme interest in weapons, or evidence of earlier violent behavior.
 - Threatening behavior. For example, the person tells you about their intent to hurt someone else, they seem to hold a grudge, or they are making threats that seem to be more and more violent and well-planned.
 - Intimidating behavior. This can include being argumentative or uncooperative, displaying unwarranted anger, or being impulsive or easily frustrated.
 - Increase in personal stress. This oftentimes occurs after an unreciprocated romantic obsession, serious family or financial problems, or recent job loss.
 - Negative personality characteristics. For example, being suspicious of others, feeling victimized, and showing a lack of concern for the safety and well-being of others.
 - Marked changes in mood or behavior. This includes extreme or bizarre behavior, irrational beliefs and ideas, marked decline in work performance, and a drastic change in belief systems.
 - Social isolation. There is a history of negative interpersonal relationships, or the person has few family or friends.
 - Substance abuse. The person abuses drugs or alcohol.
- If you have concerns that your safety or the safety of others is threatened, report those concerns to a supervisor, manager, Human Resources, Legal and Compliance, or call RPM's hotline.
- If you feel your safety or the safety of others is immediately threatened, call the authorities.
- Should you have concerns about reporting workplace violence, know that the Company prohibits retaliation against associates who make reports in good faith and takes efforts against retaliatory actions.