

## **KNOW YOUR RISK FACTORS FOR WORKPLACE VIOLENCE**

### Organizational Risk Factors

- High levels of stress and inability to manage stress
- Significant changes in the workplace
- Persistent complaints and deficient morale
- Union-Management problems
- A lack of, or outdated policies
- Lack of staff training in recognizing and managing threats, hostile behavior and distress
- Problems with diversity intolerance
- A lack of respect or disconnection between management and subordinates
- Encouraging workaholism

### Work Environment Risk Factors

- Working in a high crime location
- Lack of / substandard security
- Past occurrences of violence and conflict
- Working with minimal staff or working alone
- Poor external lighting and poor lighting in parking area
- Working at night or in the early morning hours
- Working with others who are victims of domestic violence
- Leaving work alone

### Industry / Occupational Risk Factors

- Working in health care, social services or criminal justice with volatile individuals
- Having contact with the public
- Exchanging money, such as in banking or clerking
- Delivery of passengers, goods, or services
- Working in community-based settings
- Workplace is mobile such as taxicab driving or police cruiser driving

Individual Behavioral Risk Factors  
For Workplace Violence

- \_\_\_ Blaming others or "the system" for his or her problems vs. taking responsibility for his or her part in the problems
- \_\_\_ Failing to recognize the relationship between his or her actions and consequences. Often repeats mistakes
- \_\_\_ Acts on emotions and impulses vs. managing emotions 1<sup>st</sup>, then discussing problems and dealing with the true source of the problems
- \_\_\_ Seeks out immediate gratification vs. working towards goals
- \_\_\_ Failing to adapt behaviors to the specific situation or the people involved
- \_\_\_ Attempting to control, manipulate or intimidate others
- \_\_\_ Passive-aggressive behavior. He or she "gets even" without verbally addressing the problem
- \_\_\_ Alienating self from others

Greater Individual Risk Factors

- \_\_\_ Preoccupation with weapons, activities involving weapons or revealing acceptability of violence
- \_\_\_ Repeated violations of Company policy or overreaction to changes in policy
- \_\_\_ Has made a direct or ominous verbal threat of harm
- \_\_\_ A history of violent behavior
- \_\_\_ Paranoid that "everyone is against me" or "out to get me"
- \_\_\_ An obsession over a grudge against another employee or the Organization, or an unrequited romantic interest