Avoiding Workplace Violence

Synopsis

This thought-provoking presentation addresses one of the most explosive issues in the workplace. In addition to examining the profiles of potentially violent employees, participants will explore proven methods for coping with anger and disagreements and de-escalating crises before they become violent.

The presentation will be customized to emphasize the issues most pertinent to the meeting or conference audience.

Benefits

1. To examine facts, statistics and examples concerning violence in the workplace, with a view to recognizing potentially violent employees before they "explode".

2. To profile the personality traits and behavior that researchers have found to be typical of violent employees.

3. To examine warning signs and potential triggers (such as disciplinary action, termination, family problems, etc.) that may portend an act of violence on the part of a potentially violent employee.

4. To develop coping and de-escalation strategies for dealing with customers, co-workers, and other angry people in the workplace.

5. To develop strategies for third-party intervention and mediation in the workplace.

6. To learn the proper procedures for documenting and recording incidents of violence or threats.

David Hayes

David Hayes is a dynamic and seasoned seminar leader, keynote speaker and management consultant. David is noted for making entertaining, thought-provoking and motivational presentations to large conference audiences as well as conference breakout workshops.

David specializes in workplace issues such as customer service, team building, supervisory skills, diversity management and workplace violence.

David will customize his presentation to maximize the benefits to your meeting or organization. His presentations are infused with his "values-based" system for understanding and addressing key workplace and organizational issues.