

SAFETY MEETING TOPIC: Violence in the Workplace Continued

Personal Conduct to Minimize Violence

- **DO Project calmness, move and speak slowly, quietly and confidently.**
- **DO Be an empathetic listener. Encourage the person to talk and listen patiently.**
- **DO Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.**
- **DO Use delaying tactics that will give the person time to calm down.**
- **DO Accept criticism in a positive way. Ask for his/her recommendations or solutions.**
- **DO Avoid any physical contact, finger pointing or long periods of fixed eye contact.**

- **DO NOT Use styles of communication that generate hostility such as apathy, brush off, condescension, or giving the run-around.**
- **DO NOT Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms.**
- **DO NOT Make sudden movements that can be seen as threatening.**
- **DO NOT Invade the individual's personal space.**

Workplace violence will not be tolerated or permitted!

Employees are required to report all incidents, assaults, and threats by customers or fellow workers.