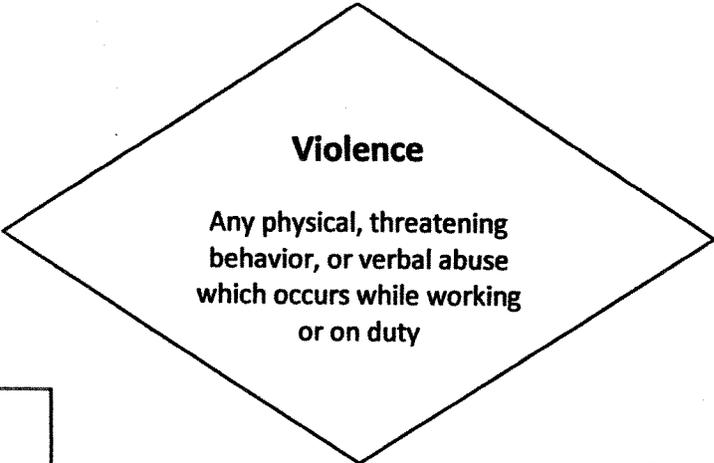




**VA Stars & Stripes Healthcare Network
Violence in the Workplace
(VWP)**

Awareness Training



INTERVENTION SKILLS

VERBAL:

- Provide exceptional customer service
- Remain Calm
- Provide reassurance
- Identify his/ her main concern
- Use a problem-solving approach
- Provide choices, when possible

Awareness – Reduce Risk

ONGOING ASSESSMENT OF YOURSELF, ENVIRONMENT, AND THE OTHER PERSON

Violence is **not** a diagnosis. Given the circumstances, **ANY** person has the potential to regain control of their situation

SETTING LIMITS:
On inappropriate verbal or physical gestures

- Speak calmly, clearly, using brief statements
- Avoid power struggles
- Set limits on behaviors, not feelings
- Be encouraging and positive
- Respond as if you expect that he/she will cooperate with you
- Offer choices
- Demonstrate willingness to assist
- Set limits that you can enforce

SIGNS OF ESCALATION:

- Pacing, appearing anxious or fearful
- Threats to others
- Any change in behavior
- Breaking policy and procedures

SAFETY TIPS:

- Past violence is an indicator for future violence
- Many objects in your work setting may be used as a weapon
- Remain closest to the door
- Stay out of reach, when possible

ALWAYS REMEMBER!

Remember your facility emergency number – 4999

Promptly report disruptive incidents to supervisor, police

Complete incident documentation

Contact education department on facility on VWP training