

# Meet Today's Webinar Team



**Presenter: Laurelle Bednar**

Laurelle is a training consultant for Texas Mutual's safety services department. She conducts webinars, presentations and creates e-Learning content for our policyholders and internal departments. Laurelle holds a bachelor's and master's degree in anthropology from California State University Fullerton.



**Presenter: Josh White**

Josh is a safety services representative for Texas Mutual's safety services support center. He conducts virtual, telephonic safety surveys with our small business owners to help provide guidance in their workplace safety efforts. Josh joined the safety services support center in early 2016 and has been doing his part to keep Texas safe by offering his expertise to our policyholders.



**Moderator: Michael Urias**

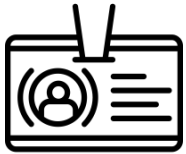
Michael is a safety services representative for Texas Mutual's safety services support center. He conducts virtual safety surveys with our small business owners to help provide guidance in their workplace safety efforts. Michael has been with the safety services support center since its inception and is a proud member of the US Army Reserve. .

# Workplace Violence

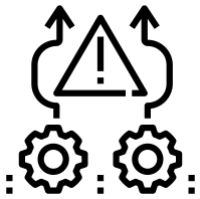
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# Agenda



Define and recognize workplace violence



Strategies to avoid workplace violence



How to respond to workplace violence



Creating a prevention program

# Define and recognize

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Definition

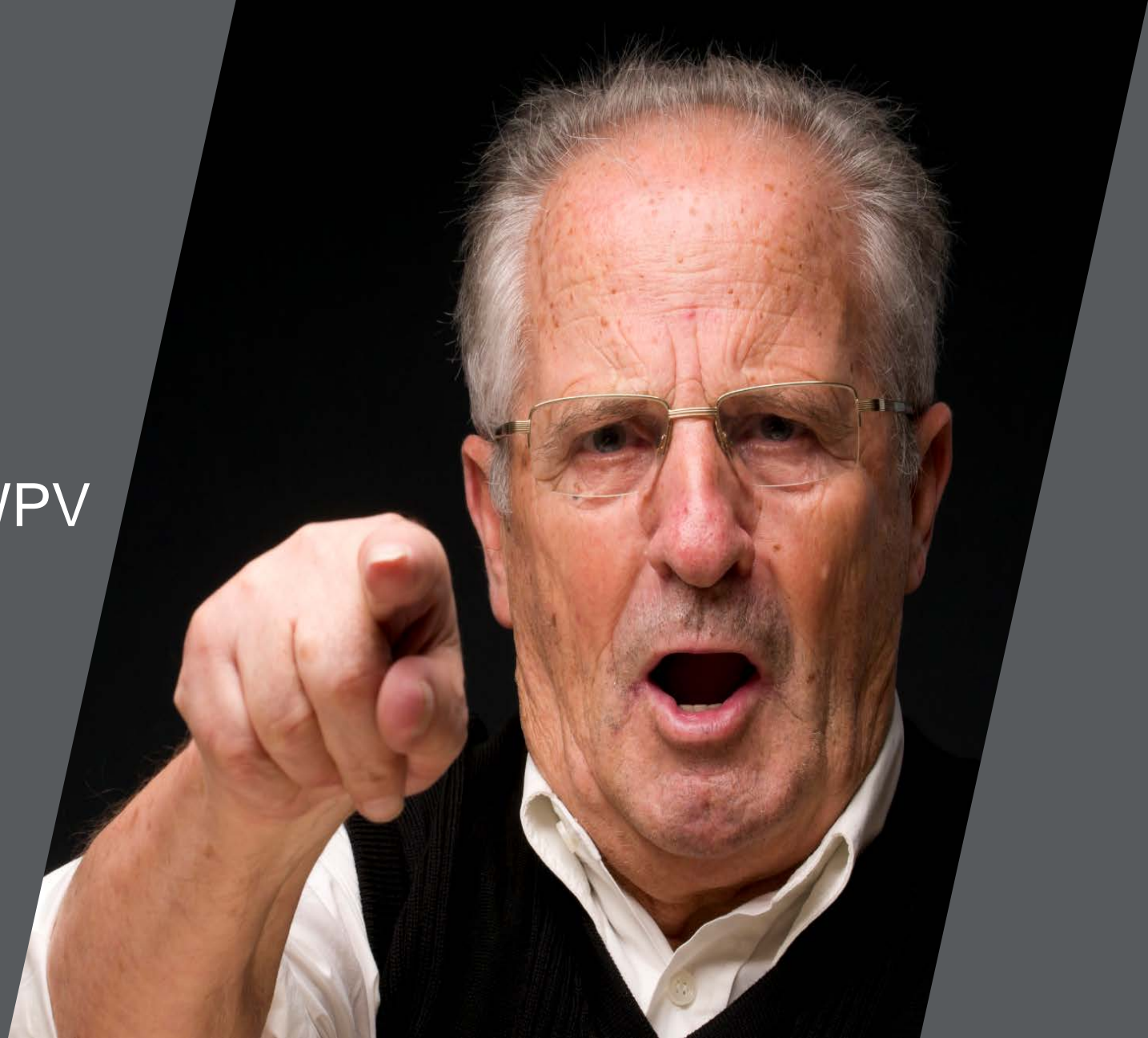
A hand holding a magnifying glass over the text 'Workplace Violence'. The magnifying glass is positioned over the text, making it larger and more prominent. The background is a grid of random letters.

Workplace  
Violence

# Statistics



# Types of WPV



# At risk professions





# Types of assailants






Impact on business



# Avoid workplace violence

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A person wearing a white button-down shirt is holding a small white rectangular sign with their right hand. The sign has black text that reads "Harrassment in the work place will not be tolerated!". The background is dark and out of focus.

Harrassment in the  
work place  
will not be  
tolerated!

A solid orange circle is positioned in the lower-left area of the image. Inside the circle, the text "Create a policy to prevent harassment" is written in white, centered, and arranged in four lines.

Create a policy to  
prevent  
harassment



Train to recognize  
potential dangers



Lines of  
communication

**VIOLENCE**

**Y**

**PUSH**

Zero tolerance  
policy

**NCE**

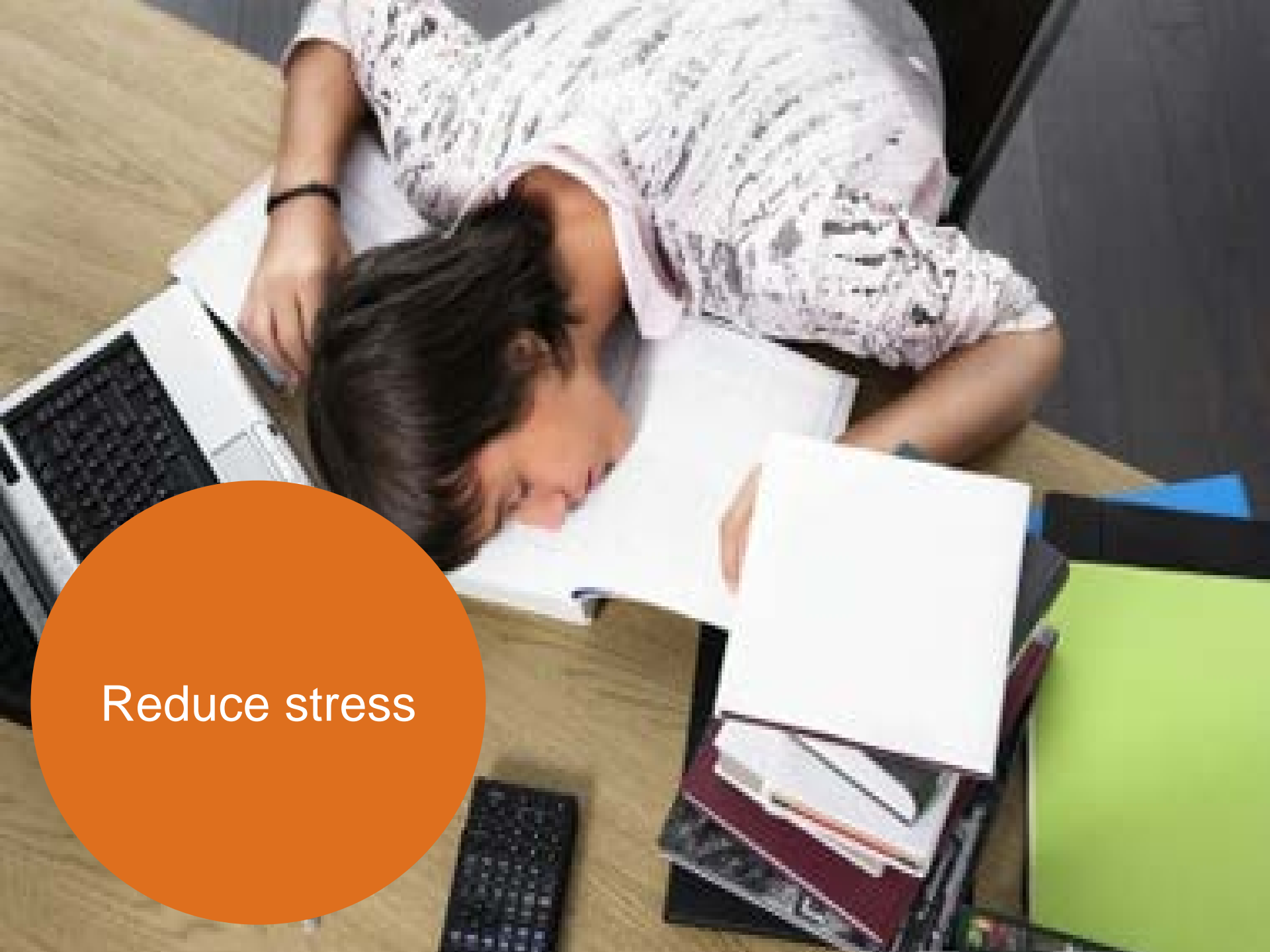
**VIOLENCE**







Encourage reporting



Reduce stress



Foster positive  
environment

A hand holding a pen is positioned over a stack of papers on a wooden desk. In the background, there is a white coffee cup on a saucer and a glass of dark liquid. The scene is softly lit, with a blurred background showing a person sitting at a desk.

Document  
threats

A man in a dark pinstriped suit and a woman in a grey business suit are shown in profile, facing each other. The woman is pointing her right index finger upwards. An orange circle is overlaid on the man's side, containing the text "Recognize risky situations".

Recognize risky situations

A photograph of two women shaking hands in a professional setting. The woman on the left has dark, curly hair and is wearing a dark blue top. The woman on the right has blonde hair, wears glasses, and a dark purple blazer over an orange top. They are both smiling. The background is a bright, out-of-focus office space with large windows. An orange circle is overlaid on the lower-left side of the image, containing the text 'Mediation program' in white.

Mediation  
program

# Responding to WPV

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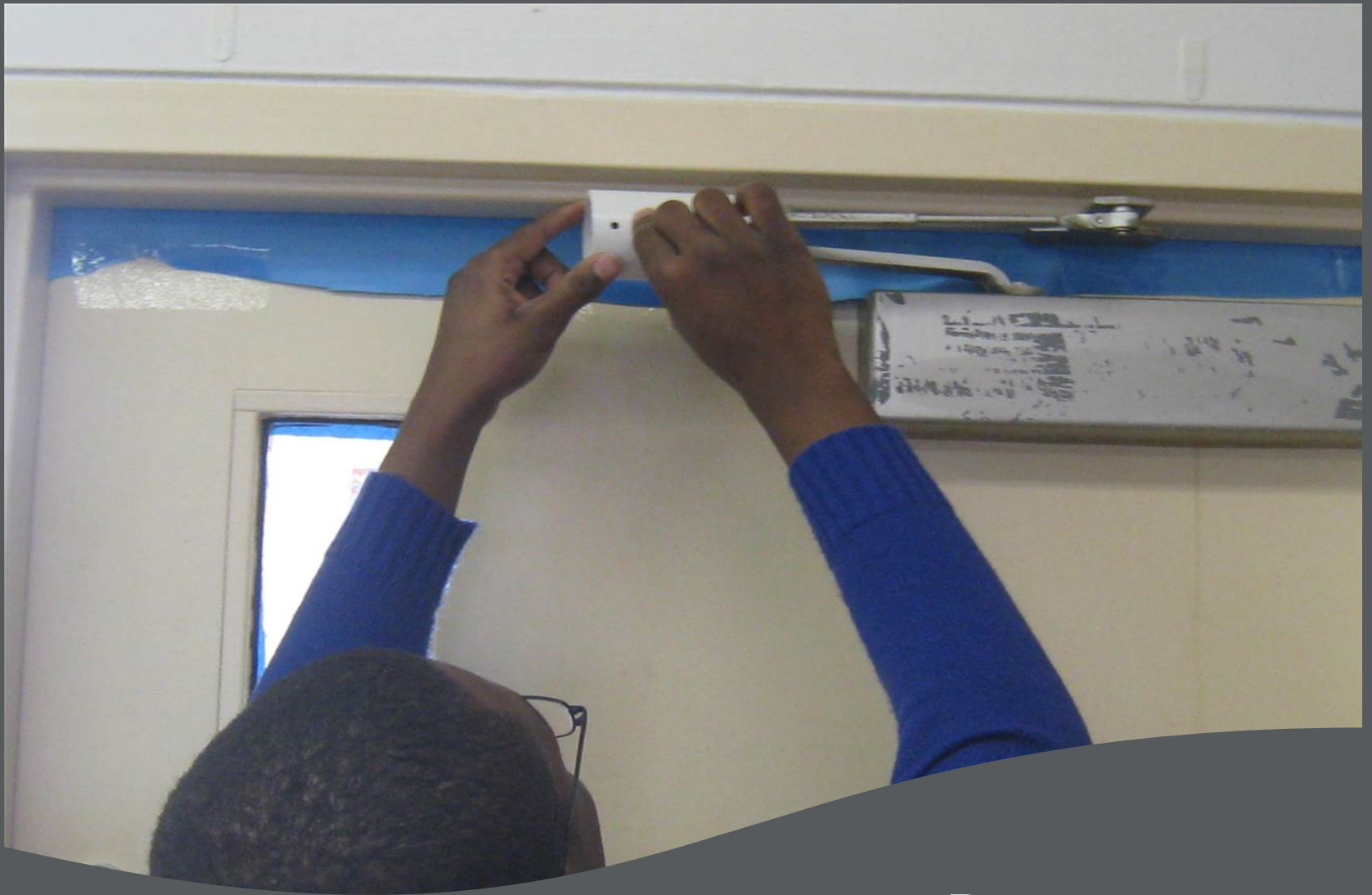


What do you do if there is an active shooter?





Avoid



Deny



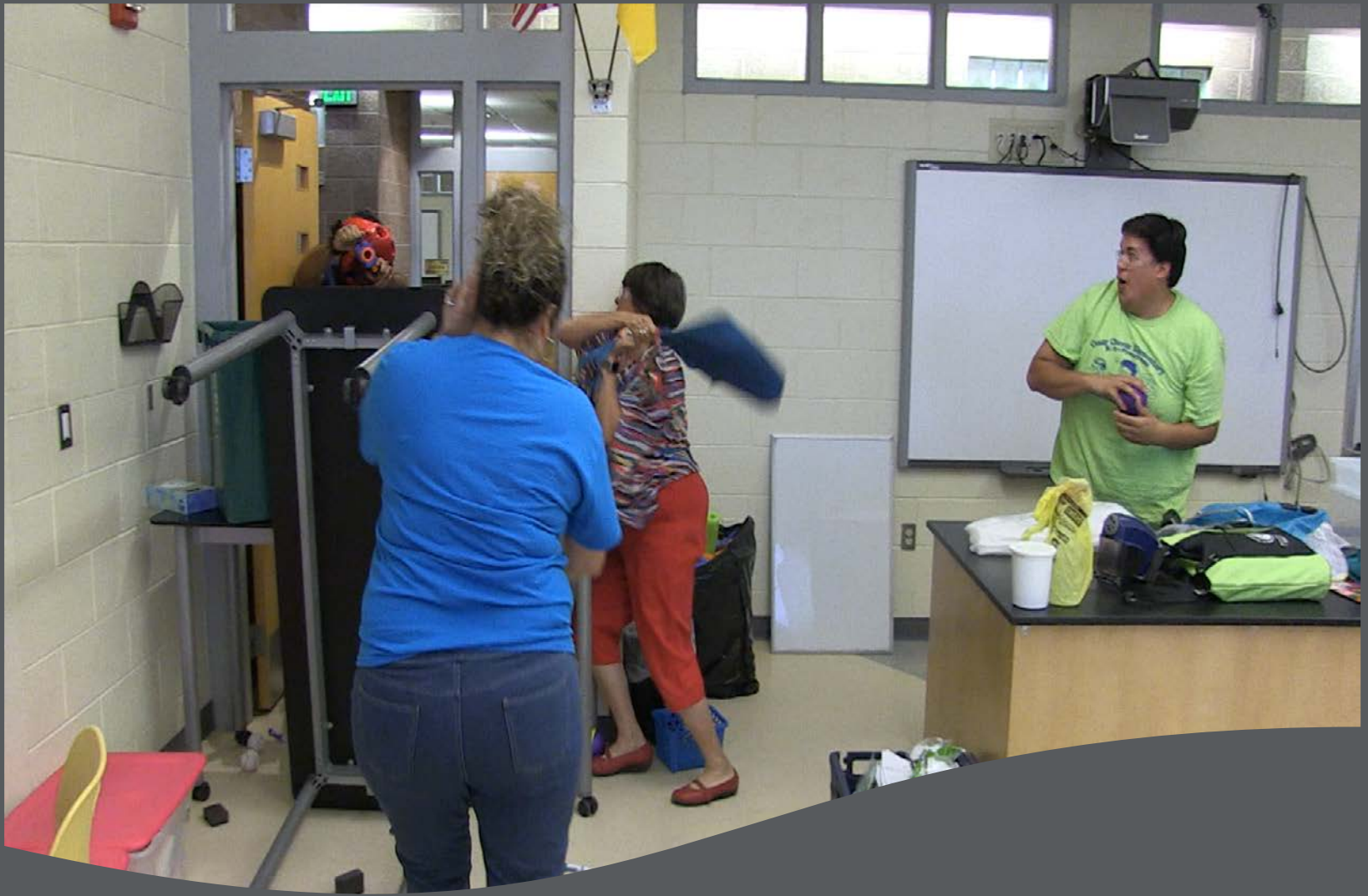
Defend



Run



Hide



Fight



911



Law enforcement





Law enforcement



Don't leave

# Setting up your program

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Types of programs



Policies

Procedure

Policy statement



Team



Worksite analysis



Hazard prevention and  
control





Training



Reporting



Investigation

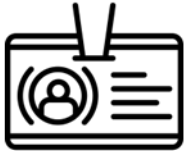


Program evaluation



Recordkeeping

# Take aways



Recognizing the signs of WPV



How to avoid WPV



Responding to an attack



How to train your employees



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# Thank You

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