

BULLYING PREVENTION CONSULTING NEWSLETTER

WORKPLACE VIOLENCE

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Workplace Violence

is the act of violence or the threat of violence against colleagues in one's organizational environment. It can occur at the workplace or outside the workplace and can range from threats to verbal abuse to physical assaults and homicide (OSHA). It can affect anyone on the job, however some workers are more at risk than others---those who have extensive contact with the public, to those who exchange money, deliver goods and services, or those who work alone or in small groups during the late night hours or in high crime areas as well as in community settings.

Essentially, workplace violence is defined as any act or threat of violence, harassment, intimidation or threatening, disruptive behavior that occurs at the work site or because of work-related situations that occur off the site.

There are five types of workplace violence incidents (Everbridge):

- 1. Criminal intent workplace violence** occurs when the perpetrator has no relationship to the targeted organization and the primary motive is theft.

So this refers to a robbery, shoplifting or trespassing incidents that become violent. The biggest targets of criminal intent violence are workers who exchange cash, work late hours or work alone.

- 2. Customer-Client workplace violence** occurs when the perpetrator is a customer or client of the employer and could include those who bully.
- 3. Worker-Worker** occurs when the perpetrator often has interpersonal or work-related conflicts, losses, business and personal traumas. The group who is affected here are supervisors and managers or those who bully.
- 4. Domestic violence** occurs when the perpetrator is known by the target and refers to spousal abuse-whether spouses work on the job together or if one spouse trails another spouse. This is especially significant in terms of separation and divorce.
- 5. Ideological Violence** occurs when the perpetrator directs abusive behavior to the organizational workplace or people on the job, etc. for ideological, religious or political reasons. This occurs when there is an active shooter incident or similar.

