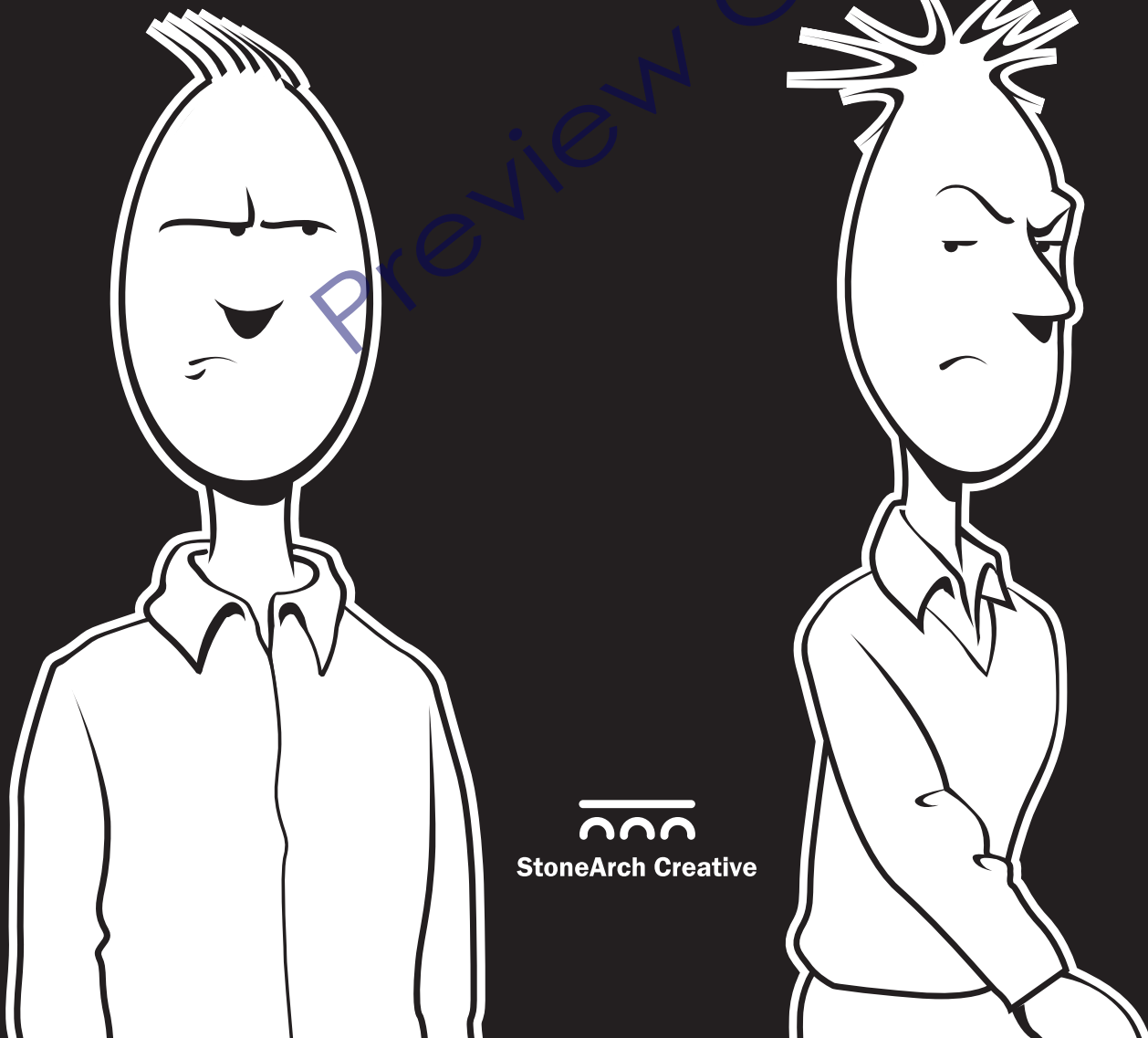


Threat Detector

Your Role in Preventing
Workplace Violence

Facilitator Guide



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Threat Detector

Your Role in Preventing Workplace Violence

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Disclaimer: The information and views presented in this educational program are intended to assist viewers and their professional advisors to facilitate a fuller discussion of the subject matter covered, and should not be regarded as a substitute for professional advice directed to a specific situation or incident. If you have specific questions about the subject matter of this program, you are encouraged to consult with a qualified professional advisor of your choice.

Threat Detector: Your Role in Preventing Workplace Violence is part of your company's ongoing effort to maintain a safe and productive workplace. This program is designed to complement your company's policies, procedures and other violence prevention efforts. The program is in two segments, to allow you flexibility in your training. There is also a brief quiz and answer key at the end of this guide.

Part 1: 30 minutes

Threat Detector overview and behavior awareness

- Audience: managers, employees, new hires
- Outlines the role of the Threat Detector
- Provides an overview of the red flag behaviors that could escalate into violence
- Designed to support your violence prevention policies and procedures and provide awareness to your employees

Part 2: 30 minutes

Test Your Threat Detector

- Audience: managers; employees as part of refresher training
- Offers short introductions by TD, your Threat Detector, to five scenarios of co-worker behavior:
 - Out to Get Me
 - A Lot to Lose
 - The Perfectionist
 - James Bond
 - Domestic Violence Comes to Work
- Viewers have to decide: does this behavior require reporting to management or Human Resources?
- Designed to be the second part of an hour-long session for managers or as a 30-minute refresher for employees who have already viewed Part 1

Your Role as Facilitator

As the facilitator of this session, your role is to:

- Keep the session on topic and on schedule
- Foster a safe learning environment
- Encourage active participation
- Maintain focus of group discussion
- Lead, not lecture

Program Materials

To conduct the program, you will need:

- *Threat Detector: Your Role in Preventing Workplace Violence* DVD
- Laptop computer or DVD player
- Projection screen
- Flip chart and markers
- Optional handouts (e.g., your company's violence prevention policies and reporting procedures, copies of the quiz)

This guide contains the information needed to present the program to the participants. Any materials used throughout the program are represented by these symbols:



DVD



Discussion



Flip chart

How to Prepare

Preparation is the key to a successful experience for you and the participants.

Prior to the session:

- Read this facilitator guide carefully. Add your own notes or comments to tailor the content to your needs.
- Familiarize yourself with the content of the DVD.
- Practice facilitating the program.
- Confirm that copies of any optional handouts and the quiz questions are ready to distribute.

Program Sections and Schedule

If you are presenting **Parts 1 and 2 as an hour-long session:**

- Part 1
 - Introduction (5 minutes)
 - *Threat Detector* DVD presentation and brief discussion (20 minutes)
 - Review of company policies (5 minutes)
- Part 2
 - *Test Your Threat Detector* scenarios and group discussion (25 minutes)
 - Summary, Quiz #1 and Quiz #2, and ending (5 minutes)

If you are presenting **Part 1 as a 30-minute session:**

- Introduction (5 minutes)
- *Threat Detector* DVD presentation and brief discussion (18 minutes)
- Review of company policies and Quiz #1 (6 minutes)
- Summary and ending (1 minute)

If you are presenting **Part 2 as a 30-minute session:**

- Introduction (2 minutes)
- *Test Your Threat Detector* scenarios and group discussion (20 minutes)
- Quiz #2 (5 minutes)
- Summary and ending (3 minutes)

Preview Only

PART 1: INTRODUCTION (5 minutes)

WELCOME participants to the program.

- Introduce yourself.
- Introduce the title of the program.

EXPLAIN:

Employees play a very important role in preventing violence in our workplace. You're on the front lines; you may be the first one to see behavior in a co-worker, customer or vendor that makes you uncomfortable or even scared. The *Threat Detector* program will clarify what these behaviors are and what action to take when you see them. The goal is to get the right people in your company quickly involved to handle the potential threat. This ultimately results in a safer workplace for us all.

REVIEW learning objectives.

Upon completion of this program, participants will be able to:

- Define a threat
- Describe types of threatening behaviors
- Identify behaviors that should be reported to a manager or Human Resources (HR)
- Increase awareness of possible threats to prevent workplace violence
- List company resources including violence prevention policies and reporting procedures for threatening behavior

DESCRIBE agenda for the program.

If you are presenting **Parts 1 and 2 as an hour-long session:**

- Watch the *Threat Detector* segment that defines and illustrates types of "red flag" threatening behaviors.
- Review your company's violence prevention policies and procedures.
- Watch the *Test Your Threat Detector* segment. Discuss each scenario.
- Present Quiz #1 and Quiz #2.

If you are presenting **Part 1 as a 30-minute session:**

- Watch the *Threat Detector* segment that defines and illustrates types of "red flag" threatening behaviors.
- Review your company's violence prevention policies and procedures.
- Present Quiz #1.

If you are presenting **Part 2 as a 30-minute session:**

- Watch the *Test Your Threat Detector* segment. Discuss each scenario.
- Present Quiz #2.



ASK: How many of you have experienced or observed what you perceived to be violence in a place where you've worked?

LOOK FOR:

- 2-3 people to share experiences
- If possible, share an example from your own experience or current news.

Threat Detector DVD Presentation and Discussion (20 minutes)

INTRODUCE DVD:

You need to be able to identify these threatening behaviors. The DVD will define and illustrate them, as well as introduce your Threat Detector.



PLAY DVD.

Select the first menu item, "Threat Dectector." The DVD will stop when it's time to start group discussion.

GROUP DISCUSSION



ASK: How does your Threat Detector help you to prevent workplace violence?

LOOK FOR:

- Helps me become aware of potential threats so I can report behavior to a manager or Human Resources

ASK: What is the definition of a threat in the video?

LOOK FOR:

- Threat: A declaration to cause injury
- A threat can be verbal, physical or a communication that intends to cause physical harm to people or property.



WRITE the definition of a threat on the flip chart. (Use as a reference during group discussion of DVD scenarios.)

ASK: What are the threatening, or red flag, behaviors described in the video?

LOOK FOR:

- Intimidation
- Fascinated with weapons
- Verbal abuse
- Harassing calls
- Holds grudges
- Aggressive outbursts/frustrated
- Blames others
- Bizarre comments
- Homicidal/suicidal comments
- Jokes/comments about violent acts
- Personal stress



WRITE the complete list of threatening behaviors on the flip chart. (Use as a reference during group discussion of DVD scenarios.)

ASK: Are there any other threatening behaviors that were not mentioned?

EXPLAIN: This is not a comprehensive list of all threatening behaviors, but it is a good way to get you started thinking about and identifying threatening behavior.

ASK: Why is it important to be aware of these behaviors and report them?

LOOK FOR:

- To prevent violence in our workplace

COMPANY POLICIES (5 minutes)

REVIEW your company's violence prevention policies and procedures.

- Behaviors that should be reported
- Reporting procedures
- Other pertinent company information and resources, such as company hotlines or an Employee Assistance Program (provide phone numbers or web URLs)
- Specific information you feel is pertinent to current company goals and objectives

SUMMARY AND ENDING for Part 1 – 30-minute session (2 minutes)

If you choose to run Parts 1 and 2 as one training session, skip this section and go to Part 2.

PRESENT Quiz #1.

SUMMARIZE key points:

- You play an important role in preventing violence because you may see behavior or changes in the behavior of your co-workers that may be a potential threat.
- You should be able to identify threatening, or red flag, behaviors.
- You're not expected to be an expert in spotting potential workplace violence after one session. But the more attentive you are to troubling behavior, the sooner you can get the right experts in your company involved to assess the situation.

You should understand your company's policies and reporting procedures for threatening behavior and violence prevention.

ASK: Any questions?

- Direct participants to the appropriate resources.

THANK everyone for their attendance and participation.

END PART 1 SESSION.

Preview Only

PART 2: TEST YOUR THREAT DETECTOR (30 minutes)

If Part 2 is stand-alone refresher training, use this **INTRODUCTION**.

WELCOME participants to the program.

- Introduce yourself.
- Introduce the title of the program.

EXPLAIN:

Employees play a very important role in preventing violence in our workplace. You're on the front lines; you may be the first one to see behavior in a co-worker, customer or vendor that makes you uncomfortable or even scared. The *Threat Detector* program will clarify what these behaviors are and what action to take when you see them. The goal is to get the right people in your company quickly involved to handle the potential threat. This ultimately results in a safer workplace for us all.

REVIEW learning objectives.

Upon completion of this program, participants will be able to:

- Identify behaviors that should be reported to a manager or Human Resources (HR)
- Increase awareness of possible threats to prevent workplace violence

Now we're going to look at some co-worker scenarios and talk about the behaviors you observe. We'll see what your Threat Detector says about each person.



CHOOSE "TEST YOUR THREAT DETECTOR" MENU

PLAY INTRO

(DVD will stop after Intro. Facilitator can choose "Out to Get Me" or another scenario to continue training.)



PLAY DVD SCENARIO #1: OUT TO GET ME (THREAT)



ASK: What would you do if Ray said this to you?

LOOK FOR:

- Report behavior to a manager or HR

ASK: Why?

LOOK FOR:

- Ray is making homicidal threats, which means he's threatening to kill Chuck and anybody who gets in his way. He says, "I'd like to get my hunting rifle and splatter him across the warehouse. That would feel really good. Anybody tries to stop me, they'd get it too."
- Ray is blaming others (feels persecuted), which is a red flag behavior. He uses the words "Chuck is always out to get me. Has been since Day One."
- Ray is being specific in describing what he's going to do, which may indicate he's given some thought to the actions he's describing.



PLAY DVD SCENARIO #2: A LOT TO LOSE

(NO THREAT)

(DVD will pause for discussion between the "No Threat" and "Threat" segments.)

EXPLAIN: As TD explained in the video, Maria is a 10-year employee; you went through training together and worked in the same sales region. She got laid off, and like a good friend, you take her out to dinner, and end up with an interesting conversation.



ASK: Has Maria made a threat during your dinner?

LOOK FOR:

- No direct threat has been made.
- "My sales manager, he's got a lot to lose" is not really a threat. Maria feels she is a top salesperson, so saying "he's got a lot to lose" could refer to loss of customers or inability to meet sales goals. She claims to be a loyal employee, so in her mind, that's a loss too.

ASK: Do you see any threatening behaviors?

LOOK FOR:

- No

ASK: What behaviors do you see?

LOOK FOR:

- Maria is dissatisfied with her job change.
- Maria is venting about a situation she's unhappy with, but doesn't appear to intend to harm anyone.

ASK: What should you do in response to Maria's comments?

LOOK FOR:

- There does not appear to be a need to report this behavior at this time.



CONTINUE DVD SCENARIO #2: A LOT TO LOSE (*THREAT*)



ASK: What's different this time in your conversation with Maria?

LOOK FOR:

- Her tone and demeanor have changed.
- She's making threats against specific items of her manager's property. She says, "He should be careful. It would be a real shame if something happened to his house, or his nice car."

ASK: What should you do in response to Maria's comments?

LOOK FOR:

- This appears to be a situation in which you should notify your manager or Human Resources as a precautionary measure.



PLAY DVD SCENARIO #3: THE PERFECTIONIST (*NO THREAT*)



ASK: Is John exhibiting some threatening behaviors?

LOOK FOR:

- Yes. He appears to be angry and upset.
- Blames others, aggressive outburst, constant frustration

ASK: Has John made a threat?

LOOK FOR:

- No

ASK: What about when John says, "This is the last time. I'll just have to show them; I'll make them see, just watch me!"

LOOK FOR:

- Not a declaration of injury; there is no direct threat against people or property.
- He may be using those words to prove he is right, and show everyone he's right.

ASK: What should you do in response to John's comments?

LOOK FOR:

- There does not appear to be a need to report this behavior at this time.



PLAY DVD SCENARIO #4: JAMES BOND (NO THREAT)

(DVD will pause for discussion between the “No Threat” and “Threat” segments.)



ASK: In this situation, you know Rob; he works your shift. You know he loves James Bond movies. He knows a lot of details about these movies, more than you ever want to know. So when he makes these statements about weapons, is he making a threat?

LOOK FOR:

- No

ASK: Why not?

LOOK FOR:

- No declaration of injury against people or property.
- You’ve known Rob a long time; his hobby is James Bond movies.
- His behavior is more of a “know-it-all.” He’s like an encyclopedia about the Walther P99, rather than threatening.
- There doesn’t seem to be any triggering behavior.

ASK: What should you do in response to Rob’s comments?

LOOK FOR:

- There does not appear to be a need to report this behavior at this time.



CONTINUE DVD SCENARIO #4: JAMES BOND (THREAT)



ASK: This time the situation with Rob is different. He’s new to your department, and was recently demoted. You don’t know him and you’ve never talked to him before. You have no history with this co-worker. What does your Threat Detector tell you when Rob starts talking to you? How does he make you feel?

LOOK FOR:

- Frightened/scared
- Uncomfortable
- His demeanor and body language are more sinister.
- His words are intense and he emphasizes words like “great penetration and killing power.”

ASK: What are some of the red flag behaviors Rob exhibits?

LOOK FOR:

- Fascination with weapons – he owns that gun
- Intimidation
- Bizarre comments
- Recently demoted
- Demeanor and body language, squinty eyes, more sinister
- More threatening in his tone and emphasis on words
- He says, “They even make a James Bond version, which is the one I have. It’s got a short recoil action and a 16 round feed system. You can do a fair amount of damage with 16 rounds of ammo.”

EXPLAIN: Rob’s obsession with violence and his fascination with weapons that are associated with violence are red flag behaviors.

ASK: What should you do in response to Rob’s comments?

LOOK FOR:

- This appears to be a situation in which you should notify your manager or Human Resources as a precautionary measure.

EXPLAIN: Unfortunately, domestic violence can move from the home into the workplace. According to 2001 U.S. Justice Department statistics, over 18,000 workplace violence events are the result of domestic issues. The Centers for Disease Control and Prevention estimates nearly 5.3 million domestic violence victims each year. These victims result in nearly 8 million lost work days – the equivalent of more than 32,000 full-time jobs.

People often believe a domestic issue is none of their business, but as these statistics show, domestic issues can have a negative and dangerous impact on the workplace. If you know a co-worker has a domestic situation, and you have concerns, it’s a good idea to report it to your manager or Human Resources. This is true even if your co-worker tells you not to tell anyone or not to get involved. You are involved, just by working with this person.



PLAY DVD SCENARIO #5: DOMESTIC VIOLENCE COMES TO WORK (THREAT)



ASK: You work the late shift with Amanda’s husband. Your only contact is when you authorize his work order each day. In the video segment, is Amanda making a threat?

LOOK FOR:

- Yes
- Her comment “Might be time for you to find a new job” is a red flag behavior.

ASK: What are some of the threatening behaviors you saw?

LOOK FOR:

- Aggressive outburst
- Intimidation
- Verbally abusive

ASK: What should you do in response to Amanda's comments?

LOOK FOR:

- Domestic issues can escalate into a workplace violence situation. This appears to be a situation in which you should notify your manager or Human Resources as a precautionary measure.



PLAY FINAL DVD SEGMENT: CONCLUSION.

If presenting Session 2 as a stand-alone session, present Quiz #2 here.

If presenting full session, present Quiz #1 and Quiz #2 here.

SUMMARY AND ENDING (2-5 minutes)

SUMMARIZE key points:

- You play an important role in preventing violence because you may be the first one, or the only one, to see behavior or changes in the behavior of your co-workers that may be a potential threat.
- You must be able to identify threatening, or red flag, behaviors.
- People don't often speak up. Why not?
 - Afraid to get involved
 - Embarrassed
 - Don't want to make the person who's exhibiting threatening behavior angry
- You should understand your company's policies and reporting procedures for threatening behavior and violence prevention.
- People should speak up because:
 - You can make a difference
 - You're involved already by working alongside someone who may exhibit threatening behaviors
 - You don't want to be the employee who does nothing and later thinks, "I should have reported that behavior. None of this would have happened."

ASK: Any questions?

- Direct participants to the appropriate resources.

THANK everyone for their attendance and participation.

END THE PROGRAM.

Preview Only

Quiz #1

Threat Detector

1. My Threat Detector helps me prevent workplace violence by making me aware of potential threats.
 - a. True
 - b. False

2. According to the video, a threat is when someone declares they will cause injury to others or damage property.
 - a. True
 - b. False

3. Circle three red flag behaviors in this list.
 - a. Talking on the phone a lot
 - b. Fascinated with weapons
 - c. Has had a lot of car accidents
 - d. Holds grudges
 - e. Makes bizarre comments

4. A threat is only physical. It is never verbal or written.
 - a. True
 - b. False

5. It's important to report any behaviors that you are concerned about to your supervisor or manager.
 - a. True
 - b. False

Quiz #2

Test Your Threat Detector

1. In one of the videos, Ray said, "Chuck is out to get me. Has been since Day One." He threatens to get his hunting rifle and "splatter him across the warehouse." If Ray said this to you, what should you do?
 - a. Just ignore him. Ray is always blaming someone.
 - b. Do nothing. Just because Ray likes to hunt doesn't mean he's a threat.
 - c. Report what Ray said to a supervisor. Ray is specific about what he is going to do, which is a threat to harm Chuck.
2. You are talking with the top salesperson at your company after she was laid off. She tells you, "The sales manager, he's got a lot to lose." Is that a threat that should be reported?
 - a. Yes, because saying "He's got a lot to lose" is a threat.
 - b. No, because saying "He's got a lot to lose" is not a specific threat to harm the sales manager.
 - c. Yes, because everyone who is laid off is a potential threat.
3. People often don't speak up when behavior is threatening because they are afraid to get involved.
 - a. True
 - b. False
4. If someone's spouse or family member visits or calls and exhibits red flag behaviors, you can't report them because they don't work at your company.
 - a. True
 - b. False
5. Knowing our company's policies can help prevent violence in our workplace.
 - a. True
 - b. False

Answer Key

Quiz #1: Threat Detector

1. My Threat Detector helps me prevent workplace violence by making me aware of potential threats.
 - a. **True**
 - b. False

2. According to the video, a threat is when someone declares they will cause injury to others or damage property.
 - a. **True**
 - b. False

3. Circle three red flag behaviors in this list.
 - a. Talking on the phone a lot
 - b. **Fascinated with weapons**
 - c. Has had a lot of car accidents
 - d. **Holds grudges**
 - e. **Makes bizarre comments**

4. A threat is only physical. It is never verbal or written.
 - a. True
 - b. **False**

5. It's important to report any behaviors that you are concerned about to your supervisor or manager.
 - a. **True**
 - b. False

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Answer Key

Quiz #2: Test Your Threat Detector

1. In one of the videos, Ray said, "Chuck is out to get me. Has been since Day One." He threatens to get his hunting rifle and "splatter him across the warehouse." If Ray said this to you, what should you do?
 - a. Just ignore him. Ray is always blaming someone.
 - b. Do nothing. Just because Ray likes to hunt doesn't mean he's a threat.
 - c. Report what Ray said to a supervisor. Ray is specific about what he is going to do, which is a threat to harm Chuck.**
2. You are talking with the top salesperson at your company after she was laid off. She tells you, "The sales manager, he's got a lot to lose." Is that a threat that should be reported?
 - a. Yes, because saying "He's got a lot to lose" is a threat.
 - b. No, because saying "He's got a lot to lose" is not a specific threat to harm the sales manager.**
 - c. Yes, because everyone who is laid off is a potential threat.
3. People often don't speak up when behavior is threatening because they are afraid to get involved.
 - a. True**
 - b. False
4. If someone's spouse or family member visits or calls and exhibits red flag behaviors, you can't report them because they don't work at your company.
 - a. True
 - b. False**
5. Knowing our company's policies can help prevent violence in our workplace.
 - a. True**
 - b. False

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