

MAINTAINING A NON-VIOLENT, NON-ABUSIVE ENVIRONMENT

09/28/1998



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WELCOME

Chancellor Michael Aiken

University of Illinois at Urbana-Champaign

09/28/1998



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INTRODUCTION TO WORKPLACE VIOLENCE

Terry Jobin

Director Faculty-Staff Assistance Program

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WORKPLACE VIOLENCE

- Violence is pervasive in our society
- Violence is invading the workplace

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TYPES OF WORKPLACE VIOLENCE

- **Attacks**
- **Threats**
- **Harassment**
- **Destruction of property**

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ATTACKS

Intentional or reckless physical acts

- Reckless behavior
- Physical forms of aggression
 - Assault
 - Pushing
 - Touching
 - Blocking the way
 - Bumping
 - Slapping
 - Killing
 - Physical injuries

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THREATS

Expressing intention to inflict injury

- Verbal direct - “I’ll get you,” yelling, screaming
- Subtle - “You should be careful.”
- Intimidation - “If you do that again, you’ll be sorry.”
- Emotional injuries

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HARASSMENT

Behaviors designed to trouble or worry the victim

- Tricks
- Looks
- Hostile attitudes
- Blocking the way
- Emotional injuries

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DESTRUCTION OF PROPERTY

- **Slamming doors**
- **Throwing objects**
- **Kicking a desk**
- **Sabotage**
- **Breaking equipment**
- **Unsafe or reckless operation of equipment**

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VICTIMS OF WORKPLACE VIOLENCE

- **Victims themselves**
- **Co-workers**
- **Organization**
- **Family of victim**
- **Families of co-workers**
- **Community (i.e., Oklahoma bombing, World Trade Center)**

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- **People who threaten, harass, and destroy property may graduate to physical violence.**
- **Stopping violence in early evolution may prevent a murder or serious injury.**

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RIGHTS AND RESPONSIBILITIES

C.K. Gunsalus

Associate Provost, Academic Affairs

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RIGHTS AND RESPONSIBILITIES

- Rights have corresponding responsibilities
- You have the right to work in a safe, civil and appropriate environment
- You have the responsibility to behave in a professional manner

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“ZERO TOLERANCE”

- **Campus Administrative Manual, Section IX/A-19, “Workplace Violence”**
 - **UIUC is committed to a nonviolent environment for all employees and students**
 - **Acts and threats of violence are not acceptable and should be reported to the police**

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PROFESSIONAL APPROACHES

- **Ask questions**
- **Seek advice**
- **Listen to advice**
- **Talk to supervisor**

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PRACTICAL ADVICE

- **Common sense**
- **The Golden Rule - “Do unto others as you would have them do unto you.”**

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PRACTICAL ADVICE (continued)

- **Never attribute to malice that which incompetence will explain**

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RESOURCES

- **9-911 (the police)**
- **Other campus offices listed in “UIUC Resources for Workplace Violence”**

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RESPONDING TO INCIDENTS

Captain Kris Fitzpatrick
UIUC Police Department

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Reporting to the police does not replace reporting to supervisors and reporting to supervisors does not replace reporting to the police.

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LET'S BEGIN WITH...

All incidents of potential, threatened, or actual violence should be reported to the police.

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HOW DO YOU KNOW WHEN TO CALL THE POLICE?

- **Disorderly conduct**
- **Assault**
- **Battery**
- **Criminal trespass**
- **Criminal damage to property**
- **Division of Public Safety web site:**
 - www.dps.uiuc.edu

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CALLING THE POLICE IS NOT AN OVER-RESPONSE

**Sends a strong message that such
behavior will not be tolerated.**

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WHEN THE POLICE ARE CALLED:

- Be prepared to answer questions
- Police will speak to caller, victim, and perpetrator
- If the perpetrator is arrested....
- Police will file written report

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PERSONAL SAFETY

- **Be aware of your surroundings and who is in your work environment**
- **Report threats of violence and acts of violence to supervisors and campus police**
- **Attend a RAD class**
- **Ask your supervisor to request a site survey and/or safety presentations**

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WHEN VIOLENCE APPEARS IMMINENT

- Pre-planning is important
- Get yourself and others to safety
- Call 9-911

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QUESTION AND ANSWER OPPORTUNITY

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A FEW HOURS LATER, IN THE BREAKROOM...

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Thank You for Coming!

This presentation is on the web at:
www.pso.uiuc.edu/labor

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