

Workplace Violence: How to Keep Your Organization Safe

Presented by
Retired FBI Special Agent Jeff Lanza



Description:

It is an unfortunate fact that, on average, not a week goes by without news media coverage of the latest workplace homicide. Many believe that the acts of violence in the workplace are random and unpredictable, when in reality, many cases are completely preventable. This presentation provides large and small employers with the tools they need to prevent workplace violence and keep their business safe.

Learning Objectives:

Following the presentation, audience members will be able to:

1. Avoid hiring people that may be prone to violence
2. Better recognize the warning signs that lead to workplace violence and how to intervene when these signs exist.
3. Use protocols for dealing with problem employees that will be less likely result in confrontational behavior.
4. Use non-threatening verbal and non-verbal techniques during employee confrontations.
5. Use protocols for termination less likely to result in violent behavior.

Key Points Covered in Presentation:

- Warning signs that can lead to workplace violence
- The importance and role of a crisis management team
- How to handle terminations
- Signals to look for in hiring employees who may be prone to violence
- Handling of domestic violence situations that may spill over into the workplace
- Crafting a good workplace violence policy
- Court orders: To restrain or not
- How to respond to an incident should it occur

Jeff Lanza's qualifications to present on this topic:

During his 20 year career as an FBI Special Agent, Jeff saw employee security issues from both sides of the equation. For four years he was in charge of corporate security for the Kansas City region of the FBI. He later assessed and managed security issues by serving as an employee assistance specialist, helping agents and other personnel to handle job related stresses. He was also an investigator and spokesman for the Bureau for most of his career.