

# Dealing with Hostility and Violence in the Workplace

Offers information regarding:

## Dealing Effectively with Hostility

- The types of hostile people encountered
- How our reactions to anger and hostility are formed
- How perceptions influence your safety in hostile situations
- Effects of stress on verbal communication and your ability to defuse hostility
- Stress reduction techniques for enhancing your ability to defuse anger and hostility

## Dealing Effectively with Confrontation

- The natural reactions to confrontation
- Gender differences in dealing with confrontation
- How belief systems effect how people deal with confrontation

## Defusing Hostility and Preventing Workplace Violence

- Techniques for gaining the cooperation from angry and hostile people
- The indications of a mounting emotional or angry outburst
- The non-verbal cues of potentially aggressive behavior
- Tactical communication skills for defusing hostility
- The verbal cues of potentially aggressive behavior

## Protecting Yourself Against Physical Assaults

- Types of assaults
- Guidelines for safely contacting hostile and angry people
- Five steps for dealing effectively with an angry and hostile person

## Counter Measures for Workplace Homicide

- The profile of a workplace killer
- Safety Considerations for employers
- Prevention strategies for workplace homicide
- The personal protection measures for employees
- Identifying the warning signs of potential workplace homicide