







One of the most crucial aspects of a successful workplace violence prevention program is management commitment. The following best practices help ensure your organization's leaders are aligned with violence prevention policies and workplace safety goals.

Recommendations and Best Practices	What This Means	Hurdles and Pitfalls
 <p>Ensure all leadership is educated on workplace violence prevention; ensure they understand their roles and responsibilities</p>	<ul style="list-style-type: none"> <li>✓ Educate senior leaders, directors, managers on the workplace violence program and how it impacts the facility</li> <li>✓ Provide facility data and examples of current incidents and efforts to mitigate events</li> </ul>	<ul style="list-style-type: none"> <li>✓ Limited/lack of accountability</li> <li>✓ Limited support and follow-through on action plans</li> <li>✓ Limited participation</li> <li>✓ Competing priorities</li> </ul>
 <p>Appoint individual(s) to lead the workplace violence prevention program</p>	<ul style="list-style-type: none"> <li>✓ Formally allocate a key individual to lead and support the program</li> </ul>	<ul style="list-style-type: none"> <li>✓ Individual has limited authority to support workplace violence prevention initiatives</li> <li>✓ Weak leadership style</li> </ul>
 <p>Develop a supportive environment committed to a nonviolent workplace; establish a policy for staff reporting without retaliation; establish a formalized process to implement strategies that address, respond to, and measure workplace violence</p>	<ul style="list-style-type: none"> <li>✓ Implement these Workplace Violence Prevention Committee(s) [refer to Committee resource]:             <ul style="list-style-type: none"> <li>• <b>Workplace Violence Committee</b> <ul style="list-style-type: none"> <li>– Manages overall program for workplace violence</li> <li>– Determines education for staff on workplace violence</li> <li>– Creates and establishes policies for workplace violence</li> </ul> </li> <li>• <b>Threat Assessment Team</b> <ul style="list-style-type: none"> <li>– Committee that assesses known individuals who pose potential risk</li> <li>– Assess threats made to an organization or individual</li> <li>– Develop safety plans and responses</li> </ul> </li> <li>• <b>Internal Response Team (IRT)</b> <ul style="list-style-type: none"> <li>– Team trained to respond to active situations of violence or escalation</li> <li>– Real-time response</li> </ul> </li> <li>• <b>Safety Committees</b> <ul style="list-style-type: none"> <li>– Assess physical facilities</li> <li>– Identify and mitigate risks</li> <li>– Implement action plans for facility</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Lack of participation</li> <li>✓ Lack of follow-through</li> <li>✓ Recurring themes and events where people can become desensitized</li> <li>✓ Lack of staff education on how to utilize response teams</li> </ul>
 <p>Support employee training</p>	<ul style="list-style-type: none"> <li>✓ Provide resources for facility, department, role-based training based on workplace violence risks</li> <li>✓ Set goals for compliance</li> <li>✓ Encourage wide participation</li> </ul>	<ul style="list-style-type: none"> <li>✓ Low training compliance or failure to meet goals</li> <li>✓ Failure to utilize training techniques</li> <li>✓ Budget considerations</li> <li>✓ Time considerations for nonproductive hours</li> </ul>
 <p>Implement systems of accountability</p>	<ul style="list-style-type: none"> <li>✓ Develop, implement, and communicate workplace violence policies</li> <li>✓ Support reporting of events and near-misses</li> <li>✓ Perform timely incident and near-miss investigations</li> <li>✓ Implement action plans</li> </ul>	<ul style="list-style-type: none"> <li>✓ Lack of employee and management participation in reporting and investigations</li> <li>✓ Cumbersome reporting process</li> <li>✓ Failure to complete action plans</li> </ul>
 <p>Communicate the program, expectations, results, and actions</p>	<ul style="list-style-type: none"> <li>✓ Routine touch points on program and initiatives (monthly):             <ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Emails</li> <li>• Blogs, internal website</li> <li>• Department meetings</li> <li>• Management meetings</li> <li>• Organizational campaigns</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Minimal communication</li> <li>✓ Lack of participation</li> <li>✓ Employee inability to articulate program or action plans</li> </ul>