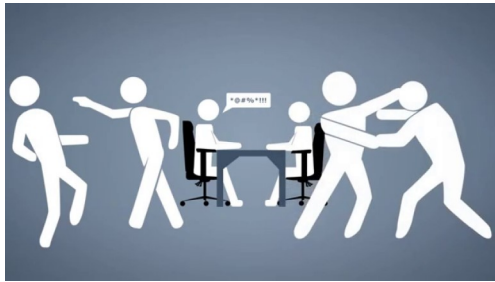# Workplace Violence

According to OSHA, "workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at a work site." Keeping the workplace safe is every employee's responsibility. Read further to learn how you can prevent and manage incidents of workplace violence.

De-Escalation Tips

If tension arises in your workplace, one of the best ways to stay in control of the situation and prevent violence is to use verbal de-escalation techniques:

- Undivided attention
- Be nonjudgmental
- Focus on feelings
- Allow silence
- Clarify messages
- Develop a plan
- Use a team approach
- Use positive self-talk
- Recognize personal limits
- Debrief

What To Do if Violence Occurs

If someone has begun acting out in a violent way in your workplace, employees should be prepared to:

- Evacuate the area and prevent entry to the area, if possible.
- Do not try to move an injured person.
- Call 911 if safe to do so.
- If you cannot evacuate, find a safe place to hide from the violent person.
- Stay low, stay quiet, silence cell phones, cover windows and doors.
- Listen for directions through the phone and computer systems.

Resources

[Clark College Lockdown/Active Shooter Procedures](#)

[OSHA on Workplace Violence](#)

[CPI De-Escalation Tips](#)

[Are You Prepared to Manage a Crisis Situation?](#)

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Don't learn safety by accident