Exercise 2:

**Title: Workplace Violence Prevention in California |** *Levels of Violence and Response*

Target Audience: All employees.

Exercise Objective: To review how to respond to the different levels of violence.

Instructions: Have trainees complete the worksheet below. Then discuss the results as a group and answer any questions.

**1.** Identify two early warning signs (level 1) of the potential for violence. What should you do when someone exhibits this behavior? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2.** Identify two signs of escalation (level 2). What should you do when someone exhibits this behavior? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3.** Identify two signs of imminent violence (level 3). What should you do when someone exhibits this behavior? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4.** What should you do during an active shooter situation? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Guidance:

**Title: Workplace Violence Prevention in California |** *Levels of Violence and Response*

The first two questions may be completed as mock exercises.

1. Early warning signs (level 1):

* Intimidating or bullying
* Discourteous or disrespectful
* Uncooperative
* Verbally abusive

Response to level 1:

* Maintain a calm attitude.
* Acknowledge the person’s feelings—for example, “I know you are frustrated.”
* Avoid acting in a manner that could be interpreted as aggressive—for example, moving quickly, getting too close, or speaking loudly.
* Report concerns to your supervisor, and seek the supervisor’s help in responding to the situation if needed.

2. Situation escalates (level 2):

* Argues with customers, vendors, employees, and/or management;
* Refuses to obey company policies and procedures;
* Damages equipment and steals property;
* Verbalizes wishes to hurt employees and/or management;
* Sends a threatening note(s) to an employee(s) and/or management; *and/or*
* Sees self as victimized by management.

Response to level 2:

* Call 911 if warranted, particularly if the situation requires immediate medical and/or law enforcement personnel.
* If necessary, secure your own safety and the safety of others.
* Contact your supervisor to report the violent behavior.

3. Situation escalates (level 3):

* Suicidal threats
* Physical fights
* Destruction of property
* Display of extreme rage
* The use of weapons to harm others

Response to level 3:

* Immediately leave the area, and call 911.
* Remain calm and contact your supervisor.
* Cooperate with law enforcement personnel when they respond to the situation.

4. Active shooter response:

Run: The first course of action should be to escape to safety. Make sure you know your nearest exit routes and how to get out quickly. Don’t stop to gather your belongings. Encourage other people to come with you, but if they are reluctant, don’t let them stop you from leaving. Once you are in a safe location, call 911.

Hide: If you can’t escape safely, the next-best option is to hide. When you choose a hiding place, make sure it is out of the shooter’s view. Try to barricade yourself in your hiding place by locking doors, moving furniture, and placing other obstacles between you and the shooter. Close, lock, and move away from windows. Remain quiet and make sure your cellphone is silenced until the danger is gone.

Fight: As a last resort, you may need to take action if confronted face-to-face with an active shooter. Your goal is to disrupt, distract, or incapacitate the attacker. You can improvise weapons, such as a fire extinguisher, heavy furniture, or anything else you have at your disposal. Commit to stopping the shooter by any means necessary.

When law enforcement arrives, keep your hands visible at all times, remain calm, and follow any instructions you are given. Avoid making sudden movements, screaming, or pointing.