



Workplace Violence

Ritz Rizzo, Don Philpott

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Workplace Violence presents an easy to use seven-step process for tackling violence in the workplace. It describes how to understand the root causes of workplace violence and the threats that it poses. These threats are not just in terms of personal attacks - whether verbal or physical - but also the damage they can do in economic terms. The book is packed with useful tips, best practices, case studies and checklists that walk you through the process from understanding the violence cycle to implementing an effective program and ensuring that all management and employees are aware of it. There are practical tips on managing conflict - from bullying to domestic violence, dealing with mental health concerns, and avoiding negligent hiring. There are sections on improving safety and security for workers in the field and detailed advice on what to do in the event of an outbreak of violence.

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