Workplace Violence: How to Keep Your Organization Safe
Presented by Jeff Lanza

Introduction
- Introduction
- Goals
- Handouts
- Most common mistakes in law firms
- Types of violence affecting law firms
- Notable cases
- Typical law firm reception area

Part One (a) – Risk Assessment Policy and Procedure
A. Is there commitment from the top?
B. Do you have a good workplace violence policy?
   a. Stand-alone policy
      i. Workers should read and sign policy.
      ii. Present to employees annually.
      iii. Talk about it at partner meetings.
   b. Components of a good policy.
C. Have you conducted training?
D. Is there a reporting procedure?
E. Is there a relationship with counseling services?
F. Do your procedures include remote offices?

Part One (b) – Physical Risk Assessment
A. Are there controlled exits and entries?
B. Do you have a visitor sign-in and escort policy?
C. Are escape routes posted?
D. Are there safe areas?
E. Can doors be locked?
F. Is there a paging system?

Part Two - Training
A. Training should include:
   a. Risk factors that can cause or contribute to threats and violence.
   b. Early recognition of warning signs of problematic behavior.
      i. Myth – Workplace violence is committed by people who suddenly snap under pressure.
   c. Ways of preventing or defusing volatile situations or aggressive behavior.
      i. Myth – Workplace violence issues will resolve themselves if given a cooling off period.
   d. Information on sensitivity to racial and ethnic issues.
      i. Example
   e. A standard response action plan for violent situations.
      i. Including the availability of assistance.

Notes:
ii. Response to alarm services.

iii. Communication procedures.

f. Ways to protect self and co-workers.

g. Policies and procedures for reporting and record keeping.

h. What happens after an incident.
   i. Policies and procedures for obtaining medical care.
   ii. Counseling
   iii. Workers compensation
   iv. Legal assistance

Part Three – Crisis Management Team

A. Lack of communication is a big problem.

B. Crisis management team components.
   a. Human resources
   b. Receptionist
   c. Security
   d. Executive management
   e. EAP

C. Crisis management team responsibilities
   a. Tracking
   b. Develop policy
   c. Coaching supervisors
   d. Outside liaison
   e. Information campaign
   f. Threat assessment
   g. Coordinate training
   h. Trauma response

Part Four - Vetting the Violent

A. What is the best predictor of future behavior?

B. Background investigation example.

C. Qualities to look for in new hires.
   a. Integrity
   b. Intelligence
   c. Energy
   d. People that can vouch for them

D. Background investigation
   a. Employment history
   b. Professional accreditation
   c. Education
   d. Military record
   e. Arrests
   f. Threatening behavior
   g. Credit history
   h. Driving record

E. Interviewing - How we communicate
   a. 7% Words
   b. 38% Vocal – Tone and Inflection
   c. 55% Nonverbal

F. Effective interviewing example

G. Hiring and the workplace violence policy
Part Five - Workplace Violence Warning Signs
A. Bullying.
B. Personal issues.
   a. Unusual or changed behavior
   b. Evidence of serious stress
   c. Unshakable depression
   d. Continual excuses and blame
C. Social isolationism and poor peer relationships
D. Drug use and alcohol abuse
E. Objectifying behavior
   a. Disagreement versus personal
   b. Example
F. Types of threats
   a. Direct
   b. Veiled
   c. If…then
G. Acts against property
H. Fascination with weapons

Part Six – Dealing With Problem Employees
A. Stay engaged
B. Myth versus reality
C. Meeting with problem employees
   a. Meet face to face
   b. Treat employee with courtesy
   c. State the problem objectively
   d. Listen to employee’s point of view
   e. Ask the employee to suggest a solution
   f. Provide a solution if necessary
   g. Document
   h. Follow-up
D. A possible way to handle a poor performance issue
E. Diffusing confrontational situations
F. How to handle terminations
G. Example
H. The role of self-esteem
I. Termination security issues
J. Stand by to preserve the peace
K. The role of prevention

Part Seven – Security measures and protocols
A. A law firm’s front line.
B. Best option for reception area.
C. Personal safety
   a. No one is coming.
D. Active shooter incident.
   a. Run
      i. Encourage others to go with you.
      ii. Leave your stuff.
      iii. Call 911.
   b. Hide.
      i. Silence your phone.
ii. Turn off the lights.
iii. Lock or secure door.

c. Fight.
   i. Improvise weapons.
   ii. Work as a team.
   iii. Commit to action.

E. Prevention example.

Summary

Question and Answer

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