

A Safety Meeting Outline

- Demonstrate or show examples of security devices that are used in your workplace (badges, passkeys, security cameras, etc.).
- If appropriate for the group, do some “role playing” to demonstrate how to handle potentially violent situations (robber and victim; employee and abusive customer, etc.).

(Note: This outline is divided into two parts, so that the material can be covered in one meeting or divided into two shorter meetings.)

2 minutes

Part I: The Potential for Violence

A. Introduction

1. Violence is a particular problem in certain occupations:
 - Places with cash
 - Places where people work late or alone
 - Places where people deal with criminals
 - Places with potential for highly emotional situations, like hospitals
2. Key to minimizing violence: recognizing and avoiding potentially violent situations.

2 minutes

B. Causes of Violence in the Workplace

1. Most frequent cause: robbery
2. From co-workers, customers, or others:
 - Emotional stress from problems on the job or at home
 - Relative or acquaintance coming into the workplace to do harm
 - Persons under the influence of drugs or alcohol

Handout
4408-25 ▶

5 minutes

C. Observing Security Procedures

Distribute and review Handout 4408-25, or use as an overhead slide. This gives examples of security procedures to follow to prevent robbery or physical attacks (add examples that apply specifically to your workplace, if necessary). If this is one single meeting, add C from Part II and distribute or show the second handout.

5 minutes

D. Discussion and Practical Exercises

1 minute

(If you are conducting one single meeting, combine this discussion with the discussion in Part II.)

1. Why should you never allow unescorted strangers into the workplace?
2. Why should you never give out your security badge, pass card, or security code to others?
3. Name some ways that security can be improved in the workplace.
4. If appropriate, “role play” a robber vs. victim situation to show the appropriate victim response.

5 minutes

E. Summary

1. Violence can be distressing for everyone involved (victims, witnesses, and the workforce as a whole)—it’s worth the effort to prevent it.
2. Security measures are for *your* protection—follow them at all times!

F. Wrap-Up

2 minutes

(Omit if Part II is included with Part I in one training session.)

1. Thank employees for their participation.
2. Ask for final questions and answers.
3. Issue and collect session evaluation form.

2 minutes

Part II: Defusing a Violent Situation

A. Introduction

(If Part II is the topic of a separate meeting, briefly review the main points from A, B, and C of Part I.)

1. Review previous introduction as appropriate.
2. Review previous handout as appropriate.

Handout
4408-29

B. Recognizing a Potentially Violent Situation

5 minutes

1. Violence from a co-worker or customer is unlikely, but be prepared.
2. Possible danger signs:
 - Threats against others
 - Blaming others for problems
 - Excessive talk about weapons
 - Regular intimidation
 - Excessive anger or abusiveness

5 minutes

C. Reducing Violence and Tension

Distribute and review Handout 4408-29, or use as an overhead slide. This explains certain signs

of potential violence from a co-worker or customer, and how to help keep a violent act occurring.

1 minute

D. Discussion and Practical Exercises

1. What actions should you take if someone appears to be on the verge of violent behavior?
2. Why is it important not to respond to an angry person with anger and threats of your own? What, instead, is a better way to respond?
3. If appropriate, “role play” a situation between an employee and an excessively angry co-worker or customer.

5 minutes

E. Summary

1. Most potentially violent situations can be avoided by following security procedures and using common sense.
2. If a situation or person seems “wrong,” it’s never a mistake to notify a supervisor or security.

F. Wrap-Up

1. Thank employees for their participation.
2. Ask for final questions and answers.
3. Issue and collect session evaluation form.