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WEED OUT – Prevention and management strategies

By Czech University of Life Sciences Prague

Course Module 7

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1. The Module contains 3 units:

I. Primary prevention

II. Secondary prevention

III. Tertiary prevention

2. Learning Outcomes

1. Be able to differentiate between the different types and forms of occupational violence and discrimination, including understanding the difference between them (primary, secondary, tertiary prevention).

2. Be able to make formulation of an effective guideline (conception) that assists employees in dealing with workplace violence.

3. Be able to communicate with understanding to employees how to deal with workplace violence.

3. Learning Units

Unit 1: Definition, types and forms of primary prevention

Definition of primary prevention

Primary prevention is education towards a healthy, prosperous company that develops its skills and manages stressful situations well. The maximum effort is to prevent and reduce the level of risks satisfied with certain manifestations of the company's bad strategy. The two cornerstones of primary prevention are:

• policy formulation (plan),

• training.

Types of Violence

1) Policy formulation / design a health and safety plan

When we command, "Forward!", what happens? Without determining a direction, a path or a destination, everyone will stand helplessly, at best they will run - each in a different direction (Šnajdr, 2013).

The vision, strategy or policy must be clear, understandable and motivating. A correctly set and followed company policy is support in finding and compiling strategies and support in formulating requirements for the management system.

The formulation of the company's policy represents a fundamental task for the company decisive for future development and existence. It is very important to realize that the policy formulation phase is greatly influenced by company culture, management style of managers, degree their involvement, etc.).

Formulation of policy and desing health and safety plan is aimed at the focus, therefore the activity of each company, so it may differ for different industries. The basic features of the global construction of health and safety policy consists of the concept of:

- health,
- eternity,
- environment.

Forms of health and safety policy

1) Health

In this area, it is mainly about employees who must be taken care of. Proactively strengthening their muscles will allow them to be in their best shape.

2) Eternity

Zero harm should be the goal of every company. This goal only supports the company's ambition to protect its colleagues, suppliers and the public, while the company works to achieve operational excellence.

3) Environment

The priority here is the area in which the company operates.

In order to achieve the aforementioned components of policy formulation in the field of safety and health, it is necessary for companies to take the following sub-steps (E.ON, 2015):

- proactive elimination and management health risks at workplaces, to prevent the formation illness in colleagues, or to their health condition did not deteriorate due to their work,
- ensure that oversight is in place health protection, based on risks to make it possible recognize the initial symptoms occupational diseases,
- providing support to enable colleagues to return to normal working life as soon as possible after illness or accident,
- support those who have health problems so they can stay at work and be at the same time effective in their work mission,
- strengthen the health of colleagues through effective health promotion and strategies

proceedings that deal with questions in particular differences such as age and sex, ●
create and maintain working environment where the level is high safety of course
without discussion,

- set to minimum security standards for all equipment and company activities when such standards in in suitable cases they exceed national legislation,
- ensure that all risks are they analyze and limit to a level which meets the requirements of best practice in field within elements value chain from design to after decommissioning,
- engage colleagues and suppliers a authorize them to draw attention to dangerous conditions and stopped dangerous work, anytime, anywhere they will happen, ● recognize and reward excellence safety performance a actively identify a implement best practice,
- create and maintain standards for environmental protection, to ensure good performance, whenever one is performer activity.

The above-mentioned activities are carried out to promote health and safety. The company must also carry out certain activities to fulfill the aforementioned obligations:

- bearing responsibility (top management, board of directors) and showing active leadership,
- ensuring through structure and processes, leadership, accountability, and continuous improvement,
- joint work and mutual support in integration into strategic plans, decision-making processes, and daily work,
- management teams set goals and programs to improve organizational performance. Objectives and programs are regularly reviewed and updated to support the continuous improvement process,
- all colleagues and business partners are appropriately trained and engaged to ensure the right level and set of competencies for success, ensuring the right level and set of competencies for success,
- actively sharing and storing lessons from successes and mistakes, as well as from the experiences and opinions of others,
- communicate openly with colleagues and stakeholders about activities and results, to gain credibility and building trust.

Companies should implement and maintain a management system, externally certified according to international standards OHSAS 18001 (Occupational Health and Safety) and ISO 14001 or EMAS (Environmental Protection). These robust management systems are the basis for continuous improvement and at least ensure compliance with the requirements of legislation, regulations, and other applicable national and local requirements.

Prevention policies

With respect to policies addressing organizational injustice, six features are consistently emphasized.

First, policies should be underpinned by a clear understanding of what constitutes

wrongdoing in the organization. Senior management must clearly understand what constitutes wrongdoing and injustice, and the penalties the organisation may suffer if the conduct continues, to enlist the support of all organisational members in addressing unethical workplace practices.

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The second feature of effective violence policy is visibility. Clear behavioural norms should be set and that policies on violence on workplace should be widely known, with open and visible statements that violence will not be tolerated widely disseminated in public workspaces.

The third element of effective policy considers the way grievance procedures and protections are framed. This is a complex issue. While 'no tolerance' policies may help prevent violence, they may also focus more on organizational image than on the wishes of complainants who fear reprisals. However, there is consensus that perceived accessibility of informal advice and the provision of multiple communication channels are crucial management strategies for increasing employee's confidence in using violence policies.

Fourth, preventative organizational actions rely on effective high-level management and modelling, including the formulation and communication of policies relevant to workplace violence as well as to gender equality more broadly, and the allocation of appropriate resources for policy and training. Policy-related management strategies that prevent other forms of organisational injustice include building incentives for accurate internal reporting into the reward structure and providing feedback and giving credit to line managers for acting.

The fifth element of effective policy is a statement of intent to enforce seriously and promptly, and a clear specification of the penalties for violation. Indeed, while is rarely reported due to a range of factors including fear of job loss, lack of knowledge of rights and self-doubt, a major factor is the expectation that the harasser will not receive any penalty.

In forming an effective workplace violence strategy, important principles include:

- There must be support from the top. If a company's senior executives are not truly committed to a preventive program, it is unlikely to be effectively implemented. ● There is no one-size-fits-all strategy. Effective plans may share several features, but a good plan must be tailored to the needs, resources, and circumstances of a particular employer and a particular work force.
- A plan should be proactive, not reactive.
- A plan should consider the workplace culture: work atmosphere, relationships, traditional management styles, etc. If there are elements in that culture that appear to foster a toxic climate—tolerance of bullying or intimidation; lack of trust among workers, between workers and management; high levels of stress, frustration, and anger; poor communication; inconsistent discipline; and erratic enforcement of

company policies—these should be called to the attention of top executives for remedial action.

● Planning for and responding to workplace violence calls for expertise from a number of perspectives. A workplace violence prevention plan will be most effective if it is based on a multidisciplinary team approach.

● Managers should take an active role in communicating the workplace violence policy to employees. They must be alert to warning signs, the violence prevention plan and response, and must seek advice and assistance when there are indications of a problem.

● Practice your plan! No matter how thorough or well-conceived, preparation won't do any good if an emergency happens and no one remembers or carries out what was planned. Training exercises must include senior executives who will be making

decisions in a real incident. Exercises must be followed by careful, clear-eyed evaluation and changes to fix whatever weaknesses have been revealed. ● Reevaluate, rethink, and revise. Policies and practices should not be set in concrete. Personnel, work environments, business conditions, and society all change and evolve. A prevention program must change and evolve with them.

The components of a workplace violence prevention program can include:

● A statement of the employer's no threats and violence policy and complementary policies such as those regulating harassment and drug and alcohol use. ● A physical security survey and assessment of premises.

● Procedures for addressing threats and threatening behavior.

● Designation and training of an incident response team.

● Access to outside resources, such as threat assessment professionals.

● Training of different management and employee groups.

● Crisis response measures.

● Consistent enforcement of behavioral standards, including effective disciplinary procedures.

Definition and types of Workplace violence

1) Workplace violence

Identify the different types of workplace violence

The California Division of Occupational Safety and Health developed a model typology for workplace violence based on the perpetrator's relationship to the victim and/or place of employment that can be used by employers when assessing potential violence in the workplace. When conducting a worksite analysis or threat assessment, each type of perpetrator should be evaluated to determine the likelihood of a violent event and to identify mitigating measures that can be taken to address the particular risk.

Typology of Workplace Violence

Type	Description
I. Criminal Intent	The perpetrator has no legitimate business relationship to the workplace and usually enters the affected workplace to commit a robbery or other criminal act.
II. Customer/client	The perpetrator is either the recipient or the object of a service provided by the affected workplace or the victim. The assailant may be a current or former client, patient, customer, passenger, criminal suspect, inmate, or prisoner.
III. Co-worker	The perpetrator has some employment-related involvement with the affected workplace. Usually this involves an assault by a current or former employee, supervisor, or manager.
IV. Personal relationship	The perpetrator is someone who does not work there but has or is known to have had a personal relationship with an employee.

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2) Workplace voilence prevention strategies by type

Strategies Specific to type I (Criminal internet) Prevention

Inviromental interventions

- cash control
- lighting control (indoor and outdoor)
- entry and exit control
- surveillance (e.g. mirrors and cameras, particularly colosed - circuit cameras)
- signage

Behavioral Interventions

- training on appropriate robbery response
- training on use of safety equipment
- training on dealing with aggressive, drunk, or otherwise problem persons

Adminstrative Interventions

- hours of operation
- precautions during opening and closing
- good relationships with police
- implementing safety and security policies for all workers

Strategies Specific to type II (Customer/Client Voilence) Prevention

Adequate Staffing, Skill Mix

- low responsiveness and quality of service can result in frustrated, agitated customers

   or clients

Training Specific To Customes/Client Violence

- recognition of behavioral cues
- violence de-escalation techniques
- interpersonal communication skills
- proper restraint and take-down techniques for helthcare staff

Strategies Specific to type III Violence (Worker - on - Worker) Prevention

Hiring process

- conduct criminal backround screens
- chek former employer references

Training in policies/reporting

- new-hire orientation
- refresher training

Prevention and management strategies Strategies Specific to type IV (Personal Relationship Violence) Prevention Training in policies and reporting

- intimate partner violence (IPV) traits and cues
- identification of co-workers as victims or perpetrators of IPV

Culture of support

- no penalties for coming forward
- confidentiality
- safety and security protocols implemented
- community service referrals offered

3) Indicators of potential violence by an employee

Employees typically do not just "snap", but dispay indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies.

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism; vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.
- Depression / withfrawal.

- Resistance and overreaction to changes in policy and procedures.
- Repeated violations of company policies.
- Increased severe mood swings.
- Noticeably unstable, emotional responses.
- Explosive outburts of anger or rage without provocation.
- Suicidal; comments about "putting things in order".
- Behavior which is suspect of paranoia, ("everybody is against me").
- Increasingly talks of problems at home.
- Escalation of domestic problems into the workplace; talk of severe financial problems.
- Talk of previous incidents of violence.
- Empathy with individuals committing violence.
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes.

4) Threat assessment questions

To assess workplace violence risk, the following questions are suggested by the Federal Bureau of Investigation when a report is made of threatening comments or behaviors by an employee. There questions should be asked to individuals familiar with the offender's behavior, both prior to and after any alleged threat or action.

They include:
- Why has the offender threatened, made comments which have been perceived by others as threatening, or has taken this action at this particular time? What is happening in his/her own life that has prompted this?
- What has been said to others, i.e. frineds, colleagues, coworkers, ets., regarding what is troubling him?
- How does the offernder view himself in relation to everyone else?
- Does he feel he has been wronged in some way?
- Does he accept responsibility for his own actions?
- How does the offender cope with disappointment, loss or failure?
- Does he blame others for his failures?
- How does the offender interact with coworkers?
- Does he feel he is being treated fairly by the company?
- Does he have problems with supervisors or management?
- Is he concerned with job practices and responsibilities?
- He has recieved unfavorable performance reviews or been reprimanded by management?
- Is he experiencing personal problems such as divorce, death in the family, health problems, or other personal losses or issues?
- Is he experiencing financial problems, high personal debt, or bankruptcy?
- Is tehre evident of substance abuse or mantal illness/depression?
- Has the he shown an interest in violence through movies, games, books or magazine? ● Is he preoccupied with violent themes; interested is publicized violent events; or fascinated with and/or recently ecwuired weapons?
- Has the offender identified a specific target and communicated with others his

thoughts or plans for violence?
- Is he obsessed with others or engaged in any stalking or surveillance activity?
- Has the offender spoken of homicide od suicide?
- Does he have a past criminal history or history od past violent behavior?
- Does the offender have a plan for what he would do?
- Does the plan make sense, is it reasonable, is it specific?
- Does the offender have the means, knowladge and wherewithal to carry out his plan?

Prevention of violence and harassment in HORECA

Organizational policies to prevent violence and harassment include measures to ensure that complaints are dealt with seriously and sympathetically. By contrast, an absence of such policies often reflects a lack of awareness and may in some cases be considered a cause of harassment and victimization on its own.

Analysed the occurrence of violence in the hospitality sector and points to the following preventive action:

- reduce operations in high-risk areas and do not operate during par titularly high-risk times;
- form strategic alliances with other establishments to prevent crime, e.g. joint security operations and warning systems;
- undertake security check-ups on a daily basis;

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- train all managers and supervisors on how to respond to threats of violence or violent incidents;
- establish crisis management teams to be available on call;
- install adequate lighting, alarms, and surveillance cameras (CCT).

Also suggests that a policy of identifying potentially violent individuals should be introduced. However, such policies are controversial. While there may be some currency in applying them in certain situations, they may be open to abuse.

To counteract violence associated with working alone, propose the following actions:

- avoid working alone as far as possible;
- introduce counters which offer sufficient protection;
- install systems of emergency communication;
- employ security staff;
- limit public access to buildings;
- install and monitor surveillance equipment;
- ensure that all exchange of money takes place in visible areas;
- ensure safe entrance and leaving areas, including adequate lighting at car-parks; • train staff in recognizing potentially dangerous situations and how situations with aggressive or violent customers may be diffused or de-escalated;
- set standards for acceptable client behaviour.

1) Prevention of bullying

The introduction of anti-bullying policies has been seen as a key pillar in bullying prevention. The few points listed below are suggested key elements of a policy taken from general workplace approaches only, because no sector-specific examples of preventive actions on this issue could be obtained:

- ● a statement by management to show a commitment to prevention and emphasize that bullying behaviour will not be tolerated;
- ● the policy should involve and be developed jointly with all sections of the workforce;
- ● a definition and examples of bullying behaviour should be made available; ● victims should be reassured of fairness, non-recrimination and confidentiality; ● guidance on informal and formal complaints procedures should be provided; ● staff should be informed on how the policy is monitored and its impact reviewed.

2) Prevention training

The second arm of primary prevention is training

Studies on workplace violence and injustices have provided recommendations for appropriate content and process. In delivery for example, education sessions should be conducted regularly and universally, that is, at all sites and across all hierarchical levels and not only to targeted groups or those who attend voluntarily. Universal training influences organizational cultures over and above the impact of individual training in that it leads to a greater recognition of workplace violence. Another recommendation is that training be included in

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orientation or induction programs for new employees, with 'booster-shots' to ensure harassment is recognized and addressed.

Four principles appear to be crucial in training content.

First, training should be developed from information gathered from organizational assessments. Assessing early risk factors includes identifying situations in which workplace violence is more likely to happen, gauging employee roles, status, and positions in the organisation, and conducting regular and anonymous attitude surveys which include measures of workplace violence.

Second, training should raise awareness and clarify misconceptions about what constitutes workplace violence while highlighting and reinforcing acceptable behavioural norms. Studies have also highlighted the importance of modeling and rehearsal in clarifying misconceptions around workplace violence. These techniques are variously described and include case studies used in role playing, enabling participants to practice interpersonal skills in challenging situations, role negotiation, a technique designed to clarify expectations of supervisors and co-workers, and group techniques which encourage mutual-respect work

environments and employee responsibility for enacting and enforcing change. The use of modeling and rehearsal in training is thought to develop not only resolution-handling skills but also sensitivity to behaviours that might be interpreted as workplace violence.

Third, training for managers should include conflict management, including the managing of emotions and facilitation techniques. It is recommended to include communication and emotional skills training to ensure managers demonstrate empathy, actively listen and probe effectively, helping them to deal with tendencies to become defensive or to deny the legitimacy of complaints. Training managers in conflict management is also thought to successfully address not only the fears of workplace violence targets about retaliation after making a complaint, but also negative outcomes that may not be anticipated.

Fourth, training should challenge gendered organizational cultures. It is not the organizational sex-ratio of the workplace that renders workplace violence problematic, but rather organizational environments that are hierarchical, where the denigration of feminine behaviours is sanctioned. Hence, training should explicitly address gender-relevant cultural issues.

Prevention and management strategies Unit 2: Definition, types and forms of secondary prevention

Definition of secondary prevention

Secondary prevention involves preventing the emergence, development and persistence of complications in companies that have already encountered an implemented strategy.

Risk analysis

Risk analysis is a fundamental pillar of safety and health protection at work in companies and other organizations. Based on this analysis, all other procedures, and processes in the field of the company's health and safety policy are set up. Without a risk analysis, it is not possible to identify, evaluate or manage potentially dangerous factors that may threaten the workplace in any way. According to the law, every employer has the obligation to deal with so-called risk management, including all related parts. What does risk analysis look like, including identification, subsequent assessment, and possible complex solutions? Is this even required by law?

Health and safety risk analysis is subject to the legal requirements set out in § 102 paragraph 3 of Act No. 262/2006 Coll. the Labor Code, where it is written that the employer is obliged to continuously search for dangerous factors and dangerous processes in the work environment and to find out their causes and sources. In connection with this finding, he is obliged to constantly identify and evaluate these risks and take measures that will lead to their elimination. The aim is to improve working conditions based on risk management, which should result in work that is classified as risky according to a special legal regulation being classified in a lower risk category. For this to happen, the employer is obliged to:

● regularly check the level of health and safety in the company, in particular the state of production and work equipment and workplace equipment,
● regularly check the level of risk factors of working conditions,
● comply with the set methods and methods for ensuring health and safety,
● comply with the regular assessment of dangerous risk factors.

Individual phases of risk management:

1) <u>Search for risks</u> (search for dangerous factors that could cause an occupational accident or accident).

This is a long-term and complex process where, for example, the use of protective equipment and compliance with safety regulations are also checked.

● risk analysis

During the actual risk analysis, the systematic work with all the available information that the analyst obtained in the first phase, i.e. when searching for risks, takes place. It processes and uses this information for later identification and evaluation of specific risks that pose a risk of an occupational accident, accident or other threat to health and safety at work.

Prevention and management strategies ● identification of risks

Risk identification is a relatively complex and lengthy process. It is necessary to involve employees, but also external persons whose task it is to reveal all the dangers that can turn into sources of injury or accidents in their work environment. In the identification of potentially dangerous risks, it is necessary to include not only all physical, chemical and biological factors, but also the organization of work and the working environment as such.

● risk assessment

The aim of the assessment is to find out and determine how serious the risks found are. The seriousness of the risks is determined by the analyst, who must have sufficient knowledge and experience to do so. The essence of the assessment is to determine and decide whether it is possible to accept the risk or not. If it is not possible to accept it, it is necessary to establish measures that will lead to their elimination or at least reduction to an acceptable level.

2) <u>Acting</u>

Once all the risks found have been evaluated, it is necessary to define, implement, but also take security measures that will lead to the elimination or at least the minimization of the risks. The aim of taking measures is to reduce the level of risk and ideally also to reduce the risk group and category at least one level lower. The responsibility for taking safety measures against potential risks rests with the senior employee of the workplace.

3) <u>Documentation management</u>

According to the Labor Code, every employer, company, or other organization is obliged to document the entire risk management and management process. Documentation means the collection and management of the entire risk management process, including regular updates in case of any changes. All collected documents and information are subsequently archived in the healthy safe documentation. Risk management documentation must include not only the analysis, identification, and assessment of risks, but also the measures taken. We call this part of the documentation the risk register, which serves as evidence of the proper functioning of risk management.

4) Risk communication

It is necessary to inform company employees, and all interested persons about all identified risks. This must always be done in a demonstrable way, in such a way that the employee confirms it with his signature. The employer must also inform other interested parties, who may be suppliers, customers or external collaborators who do not necessarily come to the workplace every day, about the identified risks. It is important to familiarize everyone with the risks.

5) Monitoring and control

However, risk management does not end there, it begins. This is because it is a regular and never-ending activity, during which risk analysis is not only processed, but also their subsequent management, maintenance and updating. It is therefore important that risks

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continue to be monitored and controlled. The employer's task is to verify whether the measures taken are being followed and whether these measures are effective.

Specifics on internal and external communication

1) Internal communication

Internal communication is the driving force of the entire company. Proper internal communication increases motivation and is a way for everyone to know what to do and why, as well as a way to jointly share the visions, goals and values of the entire company. According to Armstrong (2007) through internal communication, companies improve their relations with employees so that they better understand what is happening in the company, where it is going, what role they play in it and want to contribute to the company's goals. With the help of proper internal communication, it is possible to increase the engagement of employees, improve their relationship with the company and identify them with the company's values. It is necessary that internal communication be truthful, open and timely, that employees receive relevant information from the right people at the right time, that they are not afraid to communicate openly with their superiors, and that the management of the company is aware of the enormous importance of internal communication. Thanks to a strategically conceived and thought-out internal communication, many problems can be

prevented that can negatively affect the life of the company and the working atmosphere.

2) External communication

Communication with the world outside the organization seeks to satisfy the organization's information needs and maintaining contact with the external environment. Creates and maintains the image of the company. This includes regulatory agencies, political groups, the media, customers, etc.

Quality external communication has three main pillars. One cannot do without the other. Long-term and properly maintained media relations and press relations are a basic prerequisite for success. Regular communication makes relations with the media easier for companies and significantly simplifies the situation when mediating an event. Among other things, PR communication must also be regular and systematic. It does not pay to send press releases or statements on the air according to the momentary mood of the porter or in accordance with the weather. Every external communication should have a fixed communication concept.

Effective complaint mechanism and immediate possibilities for action

The complaints mechanism, if the employer has one, is always enshrined in the company's internal regulations, which subsequently regulate the procedure for resolving them.

In employment relationships established under the Labor Code, the handling of employee complaints regarding the exercise of rights and obligations arising from employment relationships is not regulated by law. However, there is no doubt that, although the Labor Code does not have its own provision for dealing with complaints, nor does the employee have an explicit right to file a complaint, it is an employee's right that the employee has, even without an explicit statement, and cannot be denied. When performing dependent work, the

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employee is subordinate to the employer, and therefore must have a legal instrument to be able to point out violations of his rights or obligations of the employer either in general, in relation to a certain group of employees, or concerning his person.

 Prevention and management strategies Unit 3: Definition, types and forms of tertiary prevention

Definition of tertiary prevention

The objective of tertiary prevention is the prevention of unsatisfactory company goals, based on a bad or poorly implemented strategy.

Monitoring system

Monitoring system means, for example, an information system used for monitoring, management, evaluation and reporting of partial information that leads to company management.

Possibilities of support for the affected person

If there is a situation in the work process where the safety and health protection policy is violated, a situation occurs where the employee may become disabled. Although this situation is not ideal, it can happen in practice and the company should be prepared for it, therefore it should have a system or program to support the disabled.

Team dynamics

Good team dynamics in the workplace are the basis of good work. If you've been brought together with a group of individuals to tackle a project or break through a problem, you'll want to share the space with others who know they can handle themselves. If someone is very critical, or someone doesn't talk, or another person talks too much, these traits and attitudes can damage the project.

"Group or team dynamics" in the workplace usually implies the attitude of how people in different departments, groups, or offices, or simply individuals, come together in a group setting. People naturally fall into certain roles and behaviors that influence how everyone performs in that role and what behavior results from it. This affects both the individual and the group.

Tertiary interventions involve longer-term responses after the problem has occurred to deal with lasting consequences, minimize its impact, restore health and safety and prevent further perpetration and victimisation. Tertiary interventions are relevant to workplace violence because of the significant negative psychological, health and job-related consequences that targets have been found to experience. Consistently demonstrated in previous work, these consequences range from anxiety to anger, powerlessness, depression and post-traumatic stress disorder, lower job satisfaction, commitment and productivity, and employment withdrawal.

Further illustrating the importance of tertiary intervention is that workplace violence poses longer term organizational consequences in terms of employee turnover, reduced morale, absenteeism, the cost of investigations and those arising from legal actions, damage to external reputation and loss of shareholder confidence.

Prevention and management strategies Summary

Bullying and violence are dangerous, but unfortunately also common behaviors. In its embryonic form it appears in various jobs, at different levels of the corporate hierarchy and does not even avoid age groups or genders. He often stays in his surroundings for a long time

hidden and therefore often overlooked. Bullying is possible prevent only with the active participation of all employees and the entire management of the company, when they are actively sought its initial manifestations. We can talk about primary, secondary and tertiary prevention of violence in the workplace, where the creation of company rules and especially against violence measures in the form of systems, instructions or procedures that must be followed is an essential part. At the same time, it is essential that the employees themselves are familiarized with how to proceed if they get into an unpleasant situation that is caused by violence in the workplace.

After all, it is unpleasant for each of us to suffer some kind of discomfort, or even violence.

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