



TIPS FOR CONFRONTING THE VIOLENT OR POTENTIALLY VIOLENT EMPLOYEE

- Remember your goals: ensure the safety of all; preserve the employee's dignity and self-esteem follow legal requirements.
- Do not confront a violent or potentially violent employee alone. Have a witness or at a minimum, another individual nearby. Consider whether other individuals in the vicinity should be asked to leave.
- If possible, consider your physical surroundings in selecting the location where you will meet. Have an escape route. Remove items that can be used as a weapon. Alert someone outside the room to be listening for trouble and to alert authorities accordingly.
- Involve law enforcement personnel if the situation is serious and if time permits.
- Speak calmly, but firmly to the employee. Do not argue or lose your temper. Be sensitive, humane, and considerate.
- Explain to the employee the behavior they have displayed which is unacceptable. Explain that the behavior appears to be a violation of our Violence-Free Workplace policy and that you are obligated to follow-up on it. Focus on the *behavior*.
- Give the employee an opportunity to respond and to explain the reasons for his/her behavior.
- Consider the employee's response and assess the potential for further immediate violent behavior.
- If there is any real risk of further violent behavior or if the initial behavior is very serious, proceed to remove the employee from the premises.
- Be very clear in your instructions to the employee and phrase them politely, but as official directives — e.g., "It would be better for you not to work right now. If there is anything you need to take home, such as your purse, we will go with you to get it. Then you must leave and you are not to return until you've been given permission to return. Do you understand?"
- Establish a time for follow-up communication with the employee — e.g., "I will contact you at your home in the morning and we will talk about it more then."
- After the employee leaves, document the incident in detail (date, time, places, witnesses, quotes, full description of events) and call the Ag Center HRM Office.
- Discuss with the HRM Office which other individuals, if any, need to be advised of the situation.
- Be sure to follow-up with the employee according to your agreement.