

The circumstances of workplace violence situations will dictate your response actions. Always remember to follow the established actions in your organization’s workplace violence policy, especially the critical contact numbers for your specific organization. When the situation is emergent, contact local law enforcement and/or call 911.

Level One Workplace Violence

At **Level One Workplace Violence**, the person displays intimidating, disrespectful, uncooperative, and/or verbally abusive behaviors. Essentially, they display the early warning signs of workplace violence tendency.

Employees should **observe** and **document** the behavior in question and **report** concerns to his or her supervisor. Supervisors should help the reporting employee(s) assess and further investigate the situation.

At **Level One Workplace Violence**, supervisors are afforded with more time and opportunity to address these warning signs and as a result prevent these “minor” infractions from escalating into more harmful and fatal situations.

It is recommended by the U.S. Department of Labor for supervisors to meet with the offending employee and use the following procedures to discuss the observed concerns.

| Prior to the meeting, supervisors should: | Throughout the meeting, supervisors should: |
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| <ul style="list-style-type: none"> • Coordinate any necessary union participation • Schedule a private time and place. | <ul style="list-style-type: none"> • Get straight to the point • Identify the inappropriate performance and/or conduct issues that are of concern and steps to take to correct the issues • Ask the employee for his or her input (what should be done about the behavior), and how they can help the employee • Reiterate what is acceptable behavior and performance • Establish time frames for prescribed changes and subsequent consequences for failing to correct behavior and/or performance • Refer to your organization’s workplace violence policy and other applicable policies |

Supervisors should document what was discussed and follow the next steps of reporting as outlined in their organization’s workplace violence policy.

Level Two Workplace Violence

At **Level Two Workplace Violence**, the person displays a higher degree of contentious and overt violent behavior than at Level One Workplace Violence; such as arguing, refusing to obey policy, inflicting sabotage, and/or making verbal and written threats. And oftentimes, this person sees his or her self as victimized by management.

Supervisors will most likely have the opportunity to meet with the offending employee to discuss observed concerns.

A meeting may be scheduled, or the supervisor may need to intervene with the offending employee at the time of the incident, using the verbal and non-verbal de-escalation techniques.

At **Level Two Workplace Violence**, it is recommended by the U.S. Department of Labor for supervisors to:

If needed, call for assistance in assessing and/or responding.

- Avoid an audience

Remain calm, speak slowly, softly, and clearly. Suggest that the employee sit down. This helps to see if he or she follows directions and might also calm the situation.

- Remember public distance and the importance of non-threatening body language

Ask questions relevant to the offending employee's behavior.

- Restate what the person says to confirm details and feelings, get the person to say yes, shift the conversation to the future.

Please note, at Level Two Workplace Violence, depending on the situation and your organization's policy, employees should either call 911 or immediately **contact** the supervisor and, if needed, the supervisor will contact other appropriate official(s) such as functional area experts to seek help in assessing/responding to the situation.

- If necessary, **secure** your own safety and the safety of others, including contacting people who are in danger. Keeping emergency numbers for employees up-to-date and accessible is very important.
- Lastly, **document** the observed behavior in question.

Level Three Workplace Violence

At **Level Three Workplace Violence**, the violence has been characterized as the highest degree of violence and immediacy of harm. This level requires rapid escalation when compared to the first two levels of workplace violence, and usually results in an Emergency Response.

At Level Three Workplace Violence, the person displays intense anger resulting in: suicidal threats; physical fights; destruction of property; display of extreme rage; and/or utilization of weapons to harm others.

Unlike the first two Levels of Workplace Violence, there may not be an opportunity to meet with the offending employee, to talk, and/or de-escalate the situation.

At **Level Three Workplace Violence** it is recommended by the U.S. Department of Labor for any individual observing violent or threatening behavior which poses an immediate danger to persons or property to:

- **Call 911** and other appropriate emergency contacts for that particular facility, particularly if the situation requires immediate medical and/or law enforcement personnel.
- **Remain calm** and **contact** their supervisor.
- **Secure** your personal safety first.
- **Leave** the area if your safety is at risk.
- **Cooperate** with law enforcement personnel when they respond to the situation.

Depending on the degree of harm and immediate danger of the situation, follow the non-verbal and verbal de-escalation techniques described for Level Two Workplace Violence. Also, **document** the observed behavior in question. This most likely will be after the situation has occurred.

Once law enforcement personnel are on the scene, they will assume control of the situation. Witnesses should be prepared to provide a description of the violent or threatening individual, details of what was observed, and the exact location of the incident.