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## Overview

### **What this standard is about**

This standard is about the skills and knowledge required for ensuring that the necessary information is communicated to the relevant people in a professional manner whilst maintaining appropriate confidentiality.

### **Who is the standard for?**

This standard is for you if you are responsible for ensuring that both internal and external communications are handled effectively after an incident of violence at work.

## Make sure communication is effective following an incident of violence at work

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### Performance criteria

#### **Brief relevant people following an incident of violence at work**

- You must be able to:*
- P1 identify and record the relevant facts relating to the incident and make sure that communications about the incident are shared in a professional and secure manner with all relevant people
  - P2 make sure all managers and relevant people are aware of:
    - P2.1 what happened
    - P2.2 who was involved
    - P2.3 what will happen as a result of the incident
    - P2.4 how to respond in a succinct and professional manner if questioned about the incident
  - P3 make sure all workers are reminded of the procedures to follow if they are questioned about the incident by people who do not work for the organisation
  - P4 reassure all workers about:
    - P4.1 their safety
    - P4.2 the action which will be taken as a result of the incident
    - P4.3 the importance of reporting information about incidents of violence at work
    - P4.4 the opportunities that exist for those with concerns about the incident to discuss them with a relevant person

#### **Make positive use of external communications following an incident of violence at work**

- You must be able to:*
- P5 follow organisational policy and procedures when handling queries from external sources about the incident
  - P6 make sure all written communications are:
    - P6.1 factual
    - P6.2 clear
    - P6.3 appropriate to the situation and organisational procedures
  - P7 make sure the emphasis is on the proactive measures taken by the organisation for reducing work-related violence

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- P8 maintain confidentiality and confirm that an investigation will be carried out
- P9 make sure the personal details of those involved are kept out of all communications
- P10 check the effectiveness of the communication strategy by reviewing the portrayal of the incident

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### Knowledge and understanding

*You need to know and understand:*

- K1 your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work
- K2 your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection
- K3 the organisation's policy and procedures relating to the prevention of violence at work and those specific aspects relating to communications both internal and external following an incident of violence
- K4 the channels of communication within your organisation and the most appropriate means of communication which will reach all workers quickly
- K5 how to deal with people external to the organisation in terms of what should and should not be disclosed
- K6 how to handle queries from external sources and who the spokesperson is for such situations
- K7 what messages should be conveyed and emphasised in external communications
- K8 which facts are key, to whom they should be communicated and how to do so in a professional manner
- K9 the importance of making sure that managers and relevant people know what has happened and the importance of telling the workers quickly
- K10 the importance of reassuring all workers and knowing what to say in such situations including in response to their questions
- K11 to whom workers should take their concerns
- K12 the importance of following up the strategy to check it met with expectations and requirements

## Glossary

### **Employment**

Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

### **Management information system**

A system designed to help managers plan and direct business and organisational operations.

It can include a comprehensive system which holds necessary data regarding the number of incidents, when they occur, the types of worker involved, the types of service-users involved, the environments and location where incidents happen, the severity of incident and the preventative measures taken.

### **Physical Intervention**

These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person’s movement).

Individuals should refer to their organisation’s and industry specific guidelines and policies for further information.

### **Policy**

- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

### **Precautionary measures**

These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working, etc.,

### **Procedures**

A series of steps following in a regular definite order that implements a policy.

### **Relevant person**

A person named in the organisation’s procedures as having responsibility for incidents of violence at work

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### **Work-related violence**

The Health and Safety Executive's definition of work-related violence is: 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'.

### **Worker**

A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.

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**Relevant occupations** 1135 Personnel, training and industrial relations manager; 3562 Personnel an industrial relations officers; Managers and Senior Officials; Trade Union Representatives and Professionals

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**Suite** The Prevention and Management of Violence in the Workplace (2013)

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