

CFAWRV2

Unit WRV 2: Protect yourself from the risk of violence at work



Overview

This unit is for you if you find yourself in a situation at work where you need to protect yourself from the risk of violence.

This unit is about diffusing a potentially dangerous situation by minimising actions or words that may trigger violent behaviour and by showing respect for people, their property and rights. It is about responding to a situation, trying to calm it down and, when appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes.

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Performance criteria

You must be able to:

Help to diffuse a potentially violent situation

- P1 maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour
- P2 maintain a safe distance and avoid physical contact if possible
- P3 communicate with those presenting unacceptable behaviour in a way that:
 - P3.1 shows respect for them, their property and their rights
 - P3.2 is free from discrimination and oppressive behaviour
- P4 keep the situation under review and act to reduce the risks to the safety of all those affected by the incident
- P5 take action to calm the situation which will:
 - P5.1 not make the situation worse
 - P5.2 follow your organisation's policy and procedures and your legal responsibilities
 - P5.3 minimise the risk of injury to you and other people
- P6 where you are unable to calm the situation down, request assistance promptly as required by organisational procedures
- P7 end contact with those presenting unacceptable behaviour and leave the situation if the threat to your own safety and that of other people cannot be effectively managed
- P8 explain clearly to the people involved as appropriate:
 - P8.1 what you will do
 - P8.2 what they should do and
 - P8.3 the likely consequences if the present situation continues

You must be able to:

Review your involvement in the incident

- P9 review the sequence of events leading up to the incident
- P10 discuss with relevant people whether organisational procedures helped or hindered the incident
- P11 complete records in accordance with organisational requirements about:
 - P11.1 your actions at the time of the incident
 - P11.2 the circumstances and severity of the incident
 - P11.3 the measures taken to protect you and other people
 - P11.4 action taken to try to calm the situation down
- P12 assess the organisation's and your own risk assessment relevant to your activities and establish their adequacy for dealing with similar incidents
- P13 make recommendations to the relevant people for reducing the risk of further similar incidents
- P14 identify areas where you would benefit from training
- P15 contribute to good practice by sharing relevant non confidential information with other people in similar job roles which could help reduce incidents of violence
- P16 make use of available support and advice to help prevent any incident-related health problems, where appropriate

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Knowledge and understanding

You need to know and understand:

- K1 your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
- K2 your job role, responsibilities and limitations
- K3 your own capabilities and limitations in terms of protecting yourself in potentially violent situations
- K4 when it is appropriate and possible to maintain a safe distance and avoid physical contact
- K5 the importance of showing respect for people, their property and rights and how to do so
- K6 how to avoid behaviour or language that may indicate you are being discriminatory or oppressive
- K7 how to interpret simple body language and the importance of acknowledging other people's personal space
- K8 the importance of remaining alert to triggers of violent behaviour
- K9 the importance of planning how you will leave a situation if there is a physical risk including identifying where the nearest exit routes are
- K10 the main signs that a situation could escalate to violent behaviour and how to recognise these
- K11 when to leave the scene of the incident, seek help and safe techniques for leaving the situation
- K12 the types of action and behaviour you can take to calm situations
- K13 your organisation's procedures for dealing with violent behaviour
- K14 the importance of having the opportunity to talk to someone about the incident afterwards
- K15 the reports that have to be made and the records that have to be kept about a potential or actual incident of violence
- K16 methods of effective communication

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Additional Information

Glossary

KEY WORDS

DEFINITIONS

Conflict

Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by physical violence.

Employer

A person, firm, association, organisation, company or corporation who employs one or more workers in an industry.

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.

Equipment

These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

Evaluation

The process of determining whether an item or activity meets specified criteria.

It can include comparing the adequacy of policies and procedures with current practice or professional standards to manage work-related violence.

Learner

Any person learning or training in a workplace and becomes subject to the hazards of an industry in the course of that learning.

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.

Manager

An individual charged with the responsibility for managing staff, resources and processes.

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Physical Intervention	<p>These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person's movement).</p> <p>Individuals should refer to their organisation's and industry specific guidelines and policies for further information.</p>
Policy	<ol style="list-style-type: none">1. A statement which directs the present and future decisions of an organisation.2. It is intended to influence and determine decisions, actions and other matters.3. Typically, a policy designates a required process or procedure within an organisation.4. They are often initiated because of some external requirement.
Positive working environment/culture	<p>A working environment/culture which does not tolerate any violent behaviour.</p>
Precautionary measures	<p>These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working etc,</p>
Procedures	<p>A series of steps following in a regular definite order that implements a policy, for example.</p>
Relevant person	<p>A person named in the organisation's procedures as having responsibility for incidents of violence at work.</p>
Risk	<p>The likelihood that the worker will be subjected to violence at work</p> <p>Definition taken from: HSE “Management of health and safety at work - Approved Code of Practice & Guidance”. Reference L21 (ISBN 0-7176-2488-9)</p> <p>A risk is the likelihood of potential harm from that hazard being realised.</p> <p>The extent of the risk depends on:</p> <ol style="list-style-type: none">1. the likelihood of that harm occurring;2. the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and3. the population which might be affected by the hazard, i.e. the number of people who might be exposed

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Safe working practices	Establish safe methods of carrying out activities, procedures or techniques used in carrying out your job or work activities to deliver a service with levels of quality and efficiency required by the organisation.
Service users	Examples are: Patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.
Supervisor	A person in charge of a workplace or who has authority over a worker.
Support	This may be listening, monitoring situations, offering advice and practical help or seeking further assistance if necessary.
Triggers of violence	<p>Factors that might cause violence to occur. They can be categorised in four different types :</p> <ol style="list-style-type: none">1. temporary personal factors – for example, the service-user (see below) being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or4. persistent environmental factors such as too much being expected of the service-user or that the quality of the service consistently does not meet the required standards of the user
Violence whilst at work	<p>Defined by HSE as: "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks."</p> <p>The definition includes violence to employees at work by members of the public, whether inside a workplace or elsewhere, when the violence arises out of the employees' work activity. It would not include violence to people when not at work, e.g. when travelling between home and work or violence outside their normal working hours, even though where such risks were significant, employers might wish to take action to safeguard their employees.</p>

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Volunteer	A person who does volunteer work for which they receive little or no earnings.
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.
Working environment	The work area(s) where the workers carry out their duties.
Work-related	That is, arising out of and in the course of the employment of a worker.

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