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Workplace Violence Prevention/Emergency Preparedness Course Descriptions

Workplace Violence Prevention: California Senate Bill 553 Compliant

Is your organization in need of planning and training to enhance workplace violence prevention procedures and meet the California state requirements for Senate Bill 553? If so, you're like many other employers who are in the process of implementing changes that will promote a safer work environment while ensuring compliance with the new law. By taking the steps to create or review your existing policies and procedures, and ensuring that all of your staff is aware of your plan and how it's best implemented, you will not only meet the necessary requirements. Your organization will also elevate awareness and knowledge of methods to prevent and respond to situations of workplace conflict, threats, or violence, should they occur. All staff at all levels can benefit from this training in order to increase awareness and preparedness.

Workplace Violence Prevention: Key Principles for Leaders

Are the leaders in your organization knowledgeable and experienced in handling workplace conflict, threats, and potential violent incidents? Many leaders are not. Such skills are unique and specialized and may only be acquired when needed. However, learning to handle such situations while they are evolving can increase the demands and stress placed upon leaders while navigating somewhat unfamiliar territory. By knowing in advance how to prevent, react, respond to, and investigate workplace violence matters, if situations of these types are encountered, they can be managed much more efficiently and effectively. Those participating in this training can expect to gain greater knowledge and learn techniques to place into practice when conflicts or threats arise. Such skills will help avert, minimize, or manage violent escalations.

Workplace Violence Threat Assessment: How to Manage Risks

If your organization received an internal or external threat of violence, would your decision-makers know how to respond in order to take appropriate actions to ensure the safety of those who might be affected? Although many leaders may have participated in workplace violence prevention sessions, the assessment of threats and knowledge of how to manage potentially violent situations, requires a more advanced level of skill and expertise. Workplace violence threat assessment is a well-honed methodology having been researched and developed over more than thirty years. Although there is general agreement that violent actions cannot be accurately predicted, there are a series of

techniques that allow the assessment of information that is gathered to aid in the process of making decisions about how to best address threats of violence.

De-Escalation: How to Prevent and Reduce Conflict

Have you ever worked in an environment where conflict arose? Would it even be possible to interact with others, whether inside or outside of your organization, in which tensions and disagreements didn't periodically occur? De-escalation is a specialized training program that teaches participants how to manage interactions with individuals who are angry, emotionally escalating and/or in crisis, and how to be a more effective communicator. The tactics taught are based on the those used by professional crisis negotiators throughout the world. Through specialized active listening skills and other tools, participants are introduced to crisis de-escalation in a practical and interactive format. Topics discussed include the importance of promptly addressing inappropriate behaviors in the workplace and being prepared for difficult meetings and hostile client/customer interactions. Additionally, important safety considerations for situations where an individual engages in threatening or aggressive behaviors are also covered. The program includes strategies on how to use high-level active listening skills to establish rapport and diffuse potentially dangerous situations, identify the emotions of the individual and use appropriate communication techniques to reduce hostility and aggression, and create a joint problem-solving environment and a win-win approach.

Safety Procedures for Field Personnel: Risk Reduction Outside of the Office

Have your employees who work in the field encountered situations where they have felt unsafe due to their location or the circumstances of an encounter with client, customer, or citizen? Are there situations in which they need to enter private property or otherwise be on someone else's "turf" which potentially places them at a disadvantage for leaving expeditiously, should that be needed? This training provides information about how to be aware of one's surroundings, to avoid situations and environments that could be hazardous, and to establish and maintain methods of egress from various types of public and private locations. Participants who learn these methods will be able to substantially enhance their safety in the field.

Illness and Injury Prevention Program (IIPP): Creation and Maintenance

Does your organization have a comprehensive, effective IIPP in place? If so, does the IIPP meet all of the state mandated requirements? California law sets out a series of standards addressing matters such as establishment of a plan, access to the plan, hazard assessment and control, recordkeeping, and employee training. While putting together and maintaining the necessary elements of an IIPP may seem complicated, there are ways to streamline the process, yet still remain in compliance. This training will provide ideas, tools, and techniques to integrate IIPP implementation and upkeep into the administrative workflow in a way that it does not become burdensome while also fostering the goal of promoting a safe workplace.

Organizational Disaster Preparedness: The Value of Readiness

Does preparedness for an event that may not happen raise questions about its value and importance? Does the effort needed for planning, training, and acquiring equipment and supplies for potential emergencies generate discussions about how much is “enough” and what might be “too much?” If so, it’s helpful to know that it’s common for organizational leaders to wrestle with these decisions. Disaster preparedness activities do indeed take away some time from other tasks and duties, but they are important to accomplish in order to ensure staff safety and minimize the effects of events which may impair operations. This presentation explains how planning, procedures, and training can be integrated into ongoing business practices in a way that adds value but is still quite manageable.

Shelter-in-Place vs. Emergency Evacuation: What You Need to Know

Have you heard news reports about people in the area of an emergency being instructed by first responders to “shelter-in-place?” If so, did you wonder what steps might be involved in doing so, what it would be like to be in that situation, and how it might best to be prepared for such an event? When fires, active shooters, hazardous materials incidents, and other types of crisis situations occur, shelter-in-place or evacuation orders may be issued by public safety agencies. While the reactions to such orders might seem straightforward, there are actually a number of matters to consider to remain safe, organized, and coordinated until normal business may resume. Various facets of lockdowns, sheltering, and evacuations will be discussed.

Crisis Stress Management: Techniques for Effective Resilience

At a time when events have been taking place rapidly due to an evolving crisis, has your focus been on self-care to maintain balance and stability during competing demands? Perhaps not. Has there ever been a time when you or your staff members have experienced a sense of being overwhelmed in coping with stressful events? Possibly so. These are frequent reactions when confronting unusual, high-stakes situations. While prompt action to address vital tasks is critical during crises, so is clear-thinking and strategic advancement forward. There are methods that can aid in balancing the achievement of pressing tasks, while maintaining equilibrium in service of wellness. Practical, implementable skills such as present-focus, input buffering, and modulation of stress responses will be explored in this training.

Creating Peer Support Programs: How Trained Colleagues Can Help

Is it true that some people have hesitation in seeking professional assistance when issues, concerns, or problems are bothering them? Is it also true that those same people might be willing to share their thoughts with a trusted colleague? Generally speaking, many might endorse the validity of these notions. The power of peer support programs, in many different environments and occupations, have been demonstrated over time. While not intended to be a substitute for professional services, peer support assistance can be a vital lifeline that permits staff members to secure rapport, validation, and tangible resource referrals from an individual with whom they have a

trusted connection. This presentation provides a roadmap that guides organizations on a path to building, maintaining, and fine-tuning peer support activities.

Business Continuity: Remaining Operational After a Crisis

What would happen if an unexpected situation such as a crisis, disaster, or emergency prevented your organization from carrying out its essential duties and functions? How would you provide services to your clients, customers, or constituents? How would you attempt to meet your staff's needs at such a challenging time? These are questions that require considerable contemplation and examination of effective solutions. However, like many forms of emergency preparedness, there are experienced individuals and groups who have explored and devised techniques and methodologies to simplify the process of implementing procedures and solutions for situations where the need for business continuity considerations arise. This program involves customized assistance, guidance, and support based on an organization's needs, its activities and functions, and its current and desired level of readiness.

Bomb Threats: How to React and Respond

Are bomb threats a thing of the past? Have incidents involving explosives, or threats of use of explosives, decreased in recent years? The answer is both yes and no based upon statistics from the U.S. Bomb Data Center. The quantity and frequency of explosions, recoveries of explosive devices, suspicious packages, and bomb threats have varied risen and fallen over time. Yet, these types of situations nonetheless remain a persistent form of criminal activity and continue to pose a potential risk of harm. Having a plan, procedures, and training to deal with bomb threats and suspicious items permits staff and management to deal with these situations, should they arise, in the safest manner.

Active Assailant: Key Principles to Remain Safe

Is the potential for societal violence pervasive? Is it a reality that violence could be encountered in a variety of settings and environments? Is it true that acts of violence make take place quickly and unexpectedly before law enforcement officers can arrive? Sadly, all are true. While there are indeed a number of measures that can be implemented by organizations to greatly minimize the likelihood of violent events, a guarantee of safety in all situations and venues cannot be assured. As such, it is reasonable and prudent for organizations to create and implement contingency plans for situations of aggression that could take place, and methods to react and respond. Although it is unfortunate that such is necessary, there is a significant body of information that has been developed over the years, by public and private entities, to establish and maintain preparedness for violent circumstances. The actions to be taken before and during violent incidents may become imperative for safety and survival, and those taken afterwards can have a significant effect in terms of coping and rebounding. This training program is based on established standards that have been researched, evaluated, and determined to have benefits for a wide variety of participants.

Anti-Bullying: Awareness and Prevention Training (partner provided)

If a staff member feels bullied by an individual or group, might that situation cause conflict, instill fear, affect morale and productivity, and, if unaddressed, possibly create exposure to liability? These concerns, and others, have been expressed by leaders who have dealt with such situations. Like many types of workplace conflicts and issues, bullying is a matter that requires swift assessment, careful investigation, and thorough handling to resolve properly. By focusing on awareness and education efforts, the likelihood of bullying can be reduced. Staff members participating in this training will gain a better understanding of the dynamics of bullying, and what actions to take should it arise. Leaders and HR professionals will learn additional skills regarding prevention, investigation, and handling.