

## EAP Lifestyle Management's Experience



Patricia "Patty" Vanderpool, President of EAP Lifestyle Management, LLC, has over 20 years of experience assisting employees and family members resolve problems that may impact their personal or work lives. One of her most requested topics for presentations is workplace violence.

A partial list of companies Patty has provided workplace violence training to are:

- Alabama Workplace Violence Symposium
- American Society for Safety Engineers
- Society for Human Resource Management (Alabama & Florida)
- New Era Cap Company
- Occupational Health Nurses Associations (Alabama & Florida)
- Poarch Band of Creek Indians
- Boise White Paper, LLC
- Westminster Village Retirement Community - Alabama

A few quotes she has received from recent presentations include:

- "It was fabulous! She was wonderful – I would love to attend her programs on a regular basis."
- "Excellent speaker, highly recommend again."
- "Very good and knowledgeable."
- "Very informative and useful."
- "Wish it could have been longer. Great speaker."

EAP Lifestyle Management is a member of the following organizations relevant to workplace violence:

- International Critical Incident Stress Foundation
- National Center for Crisis Management
- The American Academy of Experts in Traumatic Stress
- Be Ready Alliance Coordinating for Emergencies (BRACE) - Florida
- City of Mobile Fire Department Critical Incident Stress Management Team
- Alabama & Florida OSHA Workplace Violence Alliances



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## EAP Lifestyle Management, LLC

### Workplace Violence: Education, Prevention, Intervention & Response



**Vigilance helps  
prevent lawsuits**



**800-788-2077**

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# Workplace Violence



## SIGNS OF POTENTIAL VIOLENCE

- Fascination with guns/weapons
- Making threats
- Intimidating others / bullying
- Isolation / loner
- Paranoid behavior
- Depressed or suicidal
- Inability to accept criticism
- Overly defensive
- Holding a grudge
- Family problems
- Financial and legal problems
- History of violent behavior
- Changes in behavior or personal grooming
- Failure to accept responsibility

## ORGANIZATIONAL WARNING SIGNS

- Downsizing, layoffs, unreasonable policy changes, disciplinary action, increases in terminations
- Inconsistent information
- Long grievance process
- High turnover rate
- Extreme secrecy regarding personnel actions
- Authoritarian management style

## IMMEDIATE WARNING SIGNS

LISTEN... WATCH... LISTEN... TALK

- Tense and agitated behavior
- Increase in voice pitch and volume
- Dilated pupils, change in skin color
- Increased speed and energy of movements
- Ignores personal space
- Angry, withdrawn, or sullen behaviors
- Inappropriate gestures and responses
- Expressed fears of persecution
- Threatening postures
- Gathering peer support...allies
- Displaying weapons
- Losing control or doing harm to others



## WHAT TO DO IN A THREATENING SITUATION

LEAVE! If possible, if not...

- Know the warning signs
- Remain calm
- Contact security or police
- Cooperate
- Maintain eye contact
- Do not approach or touch the person
- Watch body language

Know what you'll do now...  
BE PROACTIVE, NOT REACTIVE!

## HELP! WE ARE THE VICTIMS...

- Secure workplace & contact law enforcement
  - Head count/accounting of all employees
  - Ensure safety for customers, employees and the public
  - Evacuate as necessary
- Have as much information as possible for law enforcement; do not withhold information from law enforcement.
- Pre-incident, designate a media spokesperson.
- Provide for post-trauma care



## COSTS TO ALL INVOLVED

- Legal
- Emotional
- Medical
- Interruption of business
- Building repair/cleanup
- Productivity
- Absenteeism
- Employees who leave the organization
- Increase in worker's comp claims