

Workplace Violence Sample Education and Training Plan Design

Directions: Use this guide to develop your organization's workplace violence program to align with the new Joint Commission standards.

Key Considerations

- Training, education, and resources are provided to leadership, staff, and licensed practitioners.
 - At the time of hire
 - Annually
 - With changes to the workplace violence prevention program
- The organization determines what aspects of training are appropriate for individuals based on their roles and responsibilities.
- Training, education, and resources address the ***Prevention, Recognition, Response, and Reporting of workplace violence***
- Training, education, and resources **must** include:
 - What constitutes workplace violence
 - Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement
 - Training in de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents
 - The reporting process for workplace violence incidents

Determining Learning Need

- **Engage your Education and Training Staff early**
- **Use the Workplace Analysis as a resource**
 - Roles
 - Responsibilities
 - Threats / Risks
- **Include input from all sources**
 - Leadership/Managers
 - Human Resources
 - Licensed Staff
 - Customer Relations
 - Internal/External survey data
 - Security

Designing the Program

- Leverage current delivery systems
- Incorporate a workplace violence training plan into the existing plan or create a separate document
- Ensure policies and procedures are in place specific to Prevention, Recognition, Response, and Reporting
- Education and training are role-based, how does this look?

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- Determine how to train on de-escalation, nonphysical intervention skills, physical intervention techniques
- Emergency incidents response training

Training Topics for Staff

- Proper use of safe rooms
- A standard response action plan for violent situations
- Self-defense procedures
- Progressive behavior control methods and when and how to apply restraints properly and safely
- Ways to protect oneself and coworkers
- Policies and procedures for reporting and recordkeeping
- Policies and procedures for obtaining medical care, trauma-informed care, counseling, workers' compensation, or legal assistance

Training Topics for Supervisors and Managers

- Recognizing Risk
- Encouraging Staff to Report Incidents
- Supporting Staff in Seeking Care After an Incident
- Safety Hazard Reduction
- Required Training for Staff Members
- Mitigation Techniques for Hazard Risk