

Aggression and Violence in the Workplace, Healthcare, or Education

Hearing about another shooting, whether in the workplace, in schools or on university campuses, causes great concern. The fact that this type of behavior could happen anywhere, even in our own organization, can be very unsettling. These concerns can greatly affect how we work on a day-to-day basis.

Programs Designed to Protect Us

Programs put in place to make us safer are not working! Programs like Conflict Resolution, presuppose conflict, and prevent nothing. Since there are individuals who express their conflict with violence; if an organization wishes to prevent violence, they must prevent conflict. An investment in Crisis Management is an investment in an existing crisis and an investment in Threat Assessment is an investment in an existing threat. None of these investments – organizations make with regularity – prevent violence!

Impact of Violence and Aggression on Employers



The effects of violence and aggressive behavior on operational productivity can be significant and thus should be prevented.

While violence may be our greatest fear often we are blind to the realization that “aggression” is an insidious force in the workplace, which disrupts productivity and invades the sense of safety and well-being employees have the right to expect. Studies indicate hidden hard costs attributed to aggression in the workplace are substantial; in some cases totaling 4.8 days of lost productivity per employee, per year.

Have you heard these words used to describe any of your co-workers, “anger, harmful-stress, anxiety, bullying, verbal abuse, altercation, aggravated, assaulted, attacked, fighting, robbery, slapped, homicide and terrorism”? These are terms taken right from reported incidents. Each of these terms represents harmful aggression.

You may have heard the old truism, “If you can’t measure it, you can’t manage it”. This has been the problem all along. If you can’t measure coworkers’ harmful aggression, or “coworker-friction” you can’t effectively manage issues like creating a safe workplace. Additionally, employee aggression can result in high turnover, “presenteeism” (employees who are on the job but significantly distracted), passive aggressive behavior, decreased employee and customer satisfaction, loss of morale and motivation, lack of creativity and innovation and finally, loss of employee loyalty to the organization.



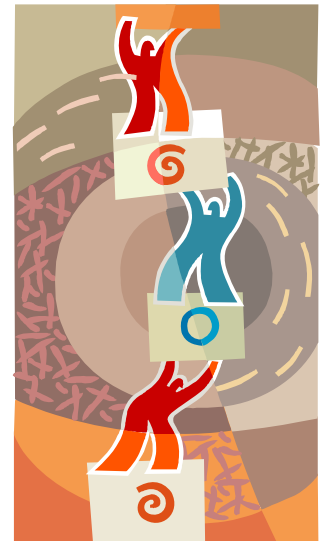
One thing is clear. By measuring human violence and aggression, companies can manage and thereby prevent them in the workplace. And, if organizations can prevent conflict, they can increase their own productivity and profitability.

Impact of Violence and Aggression in Healthcare

According to Aon Corporation's Healthcare@Work Study "The Healthcare field is in dire need of keeping professionals in the field." "More than half of the healthcare workforce does not feel their opinions are heard."

Could it be healthcare professionals feel disenfranchised and less than safe? There are more non-fatal assaults in healthcare and social services than any other industry. "Nearly 30% of all healthcare employees and nearly 40% of RNs report the existence of fear, intimidation and harassment in the workplace."

In other words, they do not feel safe! Setting aside the issues of healthcare violence, what impact on commitment is caused by employee friction?



Impact of Violence and Aggression in Education

One only need mention the horrific schooling at Virginia Tech or Columbine High School to understand the long term effects on "learning". ETS - Educational Testing Service has confirmed there is a direct link between the amount of aggression in schools and student achievement scores in all four subject areas: math, reading, science and social science.

Aggression Management® Solutions

Aggression Management® Solutions offers clients a comprehensive diagnosis of the hard and soft costs associated with aggression in any organization. Our experts will work with you to develop the appropriate policies and procedures to identify and mitigate this risk. Through Aggression Management Learning, employees will learn the skills to prevent aggression and decrease its impact on the safety, operational continuity and financial integrity of your organization.

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