



### Instructor Guide

#### Violence and harassment

##### Topic Overview (why the topic is important to the students)

Violent incidents can occur without warning. Incidents can be between a customer and a worker, between workers (not defined in the Regulation as Violence, but considered "Improper activity or behaviour"), or between a worker and the employer. Often the incidents take the form of verbal harassment, which may not have physical consequences, but can cause anxiety and depression for the worker. Serious violent incidents are rare, but can be severe, such as head injuries, gun shot or knife wounds, broken bones, or death.

##### Demonstration and Discussion Topics

- Discuss** the situations in the shop that may result in violence.
- Discuss** the different types of violence - physical (attempted or actual), psychological (harassment), and threatening statements or behaviour.
- Distribute** the student handout.
- Use** the student handout as your discussion guide.
- Discuss** how injuries can occur if violent interactions aren't defused or avoided.
- Explain** what can be done in the workplace to minimize the risk of violence (e.g., no cash on site, pleasant demeanor, security cameras, good lighting, and clear lines of sight).
- Discuss** the attitude that "it won't happen to me". Remind them that any incident of violence or harassment should be reported.
- Make it real.** Tell at least two stories from your own experience, or use the following examples:
  - A person entered a shop and took tools off the workbench. When the worker tried to stop him, the person struck the worker with the wrench, knocking him to the ground.
  - A worker was assaulted while working alone after dark. He sustained severe bruising and a mild concussion.

##### Resources

- Violence in the Workplace  
[http://www.worksafebc.com/publications/health\\_and\\_safety/by\\_topic/assets/pdf/workingalone.pdf](http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/workingalone.pdf)
- Take Care  
[http://www.worksafebc.com/publications/health\\_and\\_safety/by\\_topic/assets/pdf/take\\_care.pdf](http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/take_care.pdf)