



Maine Department of Labor  
Bureau of Labor Standards  
45 State House Station  
Augusta, ME 04333-0045

*The Maine Department of Labor  
and Maine Safety Council  
present...*

# Effective Strategies to Prevent Workplace Violence

**May 3, 2004  
8:30 a.m. to 5:00 p.m.**

***E**conomic pressure, downsizing, and diversification of the workforce increase conflict and violence in workplaces. In addition, domestic violence can spill over from home to the office, creating serious risks.*

*This exciting and informative program will teach you about workplace violence and train you to take the actions needed to promote employee well-being, workplace safety, and business success in light of these challenges.*

**Presented by a multi-disciplinary team of instructors with experience in conflict resolution and crisis prevention, featuring:**

- Richard and Tia Denenberg, Workplace Solutions**
- Kate Faragher, Family Violence Project**
- Ellen Ridley, Family Crisis Services**

**Holiday Inn By the Bay  
Portland, Maine**

## Topics...

- Types and causes of workplace violence**
  - Assessing the risk of violence**
  - Warning signs: early detection**
- Dealing with potentially violent encounters**
  - Domestic violence and the workplace**
  - Conflict resolution techniques**
  - Safety nets and steam vents**
- Developing policies and action plans**
- OSHA violence prevention standards**
- Problem-solving approaches to crisis intervention**
- Cultural diversity as a cause of conflict**

## ...And presenters

**Tia and Richard Denenberg** are co-founders of Workplace Solutions and leaders of a multi-skilled training team that has presented on workplace violence extensively, nationally and internationally. Workplace Solutions is a nonprofit organization founded with aid from the William and Flora Hewlett Foundation. The crisis simulators are experienced performers who work in tandem with knowledgeable group interaction facilitators.

**Kate Faragher** is a Community Educator at the Family Violence Project, the domestic violence project serving Kennebec and Somerset counties. In this role, she designs and delivers training and education programs about domestic abuse for public and private sector agencies, community groups, employers, and others. Kate has been a regular presenter for the Maine Department of Labor's Workplace Response to Domestic Violence trainings.

**Ellen Ridley** is the Workplace Education Coordinator for Family Crisis Services, the domestic violence project serving Cumberland and Sagadahoc counties. She has assisted both private and public employers respond to domestic violence concerns through policy development, safety planning, and employee outreach. In addition, Ellen serves as a consultant to Maine Employers Against Domestic Violence and regularly trains with Kate Faragher for the Maine Department of Labor.

# Are you Crisis-Prone or Crisis Prepared?

*Crisis-prepared organizations have policies that ensure an early and effective response to signs of violence. They have violence prevention systems and listen to the needs and concerns of employees.*

*Crisis-prone organizations experience dangerous and disruptive situations that reduce morale, jeopardize employees, raise workers' compensation costs, and increase the risk of legal liability.*

*This one-day program will help you prepare for the possibility of violent conflict at work.*

## Who Should Attend

Workplace health, safety and security specialists  
Industrial hygienists (1.0 ABIH CM points awarded. Approval # 04-598)  
Human resources personnel  
Union representatives  
Training staff  
Loss control and workers' compensation specialists  
Employee assistance program officers  
Employment law and arbitration advocates  
First responders

## Learning Objectives

At the end of this program participants will be able to:

- **Explain** the causes of workplace violence
- **Describe** methods of reducing the risk of workplace violence
- **Apply** techniques for early intervention
- **Explain** domestic violence as a workplace safety issue
- **Develop** violence prevention policies and plans

## When and Where

**May 3, 2004, Holiday Inn-by-the-Bay, Portland**

**Refreshments: 8:00 a.m. to 8:30 a.m.**

**Program: 8:30 a.m. to 5:00 p.m.**

## Cost

**\$90** per person includes morning coffee, lunch and materials.

## To register

Complete the attached form and send with payment to Maine Safety Council, by April 26, 2004.

## For more information

Contact Maine Department of Labor at 207-624-6400, TTY: 207-624-6003, or go to [www.safetyworksmaine.org](http://www.safetyworksmaine.org)

## Unique Benefits of This Program

- The **program enhances** the analytical and interpersonal skills needed to exercise leadership on the issue of workplace violence.
- **Presentations illustrate** new approaches for resolving potentially dangerous conflicts at work.
- **Active participation** allows learners to try out new skills under realistic conditions, creating an interesting and effective learning environment.
- **Lively presentations** with high-impact graphic materials and small-group exercises introduce the basic concepts in conflict and violence prevention.
- **Case studies challenge** participants to fashion appropriate responses and promote sound judgment in dealing with the risk of violence.
- **Dynamic recreations** of tense human interactions hone the ability of participants to respond to crises at work.

## Effective Strategies to Prevent Workplace Violence - Registration Form

Name \_\_\_\_\_  
Occupation \_\_\_\_\_  
Organization \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone \_\_\_\_\_ E-mail \_\_\_\_\_  
\_\_\_\_\_ \$90 enclosed (make checks payable to Maine Safety Council). Payment must accompany this form. Purchase orders not accepted.  
**To pay by credit card or purchase order, fax the Maine Safety Council at 207-854-8455.**  
Circle: VISA MC AMEX Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

**Mail or fax to:** Maine Safety Council,  
160 Larrabee Road, C4, Westbrook, ME 04092

**Return by April 26, 2004**

*The Maine Department of Labor provides equal opportunity in employment and programs. Auxiliary aids and services are available upon request to individuals with disabilities.*