

Workplace Violence Management Team

- Education
- Prevention
- Consultation
- Crisis response

UMassAmherst

About the team

The Workplace Violence Management Team embodies the University of Massachusetts Amherst's commitment to workplace violence prevention, management, crisis intervention, debriefing and recovery.

Members include representatives from the Faculty and Staff Assistance Program; University Health Services' Center for Counseling and Psychological Health; the Ombuds Office; the Office of Equal Opportunity and Diversity; the UMass Amherst Police Department; Labor Relations; Workplace Learning and Development; the Everywoman's Center; the UMass Amherst Graduate School; the Office of the Provost; and the Dean of Students Office.

The team is divided into three workgroups:

- **Education** – provides trainings and information on workplace violence and related topics, including stress and conflict management. Contact Workplace Learning and Development, (413) 545-1787.
- **Risk assessment** – offers consultation in potentially violent situations, recommends actions, coordinates resources and assists those affected. Contact Human Resources, (413) 545-0380 or the Faculty and Staff Assistance Program, (413) 545-0350.
- **Crisis management** – coordinates resources during a crisis and provides follow-up campus climate monitoring. Contact the university's Chief of Police, (413) 545-2125. In an emergency, call 911.

Awareness and prevention

We're all responsible for preventing workplace violence. Do your part by learning the warning signs, being familiar with available resources and knowing what to do.

Warning signs

People with increased life or workplace stress may be at increased risk for aggression or violence. Look for:

- behaviors which seem out of character;
- extreme changes in beliefs or actions;
- evidence of substance abuse;
- intimidating behavior;
- an obsession with weapons; or
- excessive interest in events involving workplace violence.

There's also evidence that certain workplace characteristics and actions can increase the risk of violence. Examples include:

- authoritarian management;
- favoritism;
- a climate of humiliation;
- increased work demands;
- downsizing or growth;
- strikes or lengthy labor disputes;
- disciplinary action or termination; and
- relocation or reassignment.

Resources

<i>Service</i>	<i>Contact</i>
<ul style="list-style-type: none"> • Risk assessment • Help after violence occurs • Information on dealing with workplace violence threats 	<ul style="list-style-type: none"> • Human Resources, (413) 545-0380 • Faculty and Staff Assistance Program, (413) 545-0350
Personal or office safety assessment	UMass Amherst Police Department, (413) 545-2121
Crisis management	UMass Amherst Chief of Police, (413) 545-2125
Employee training	Workplace Learning and Development, (413) 545-1787
Domestic violence, sexual assault information and referrals	Everywoman's Center 24-hour hotline, (413) 545-0800

If you witness or experience violence, call 911 immediately.

If you have concerns, or if an incident has already occurred, talk with your supervisor, Human Resources, the Faculty and Staff Assistance Program or university police.

Supervisors are responsible for helping prevent workplace violence, by creating a healthy work environment; listening to staff concerns; being aware of prevention and intervention resources; seeking risk assessment consultation as needed; and reporting threats or acts of violence on campus to a supervisor, department head or university police.

If an incident occurs:

- Get help. Call 911 or have someone else call.
- Try to keep calm.
- Stay away from the individual. Leave if possible, or ask the person to leave.
- Try not to anger the person.
- Contact your supervisor or one of the resources in this brochure.