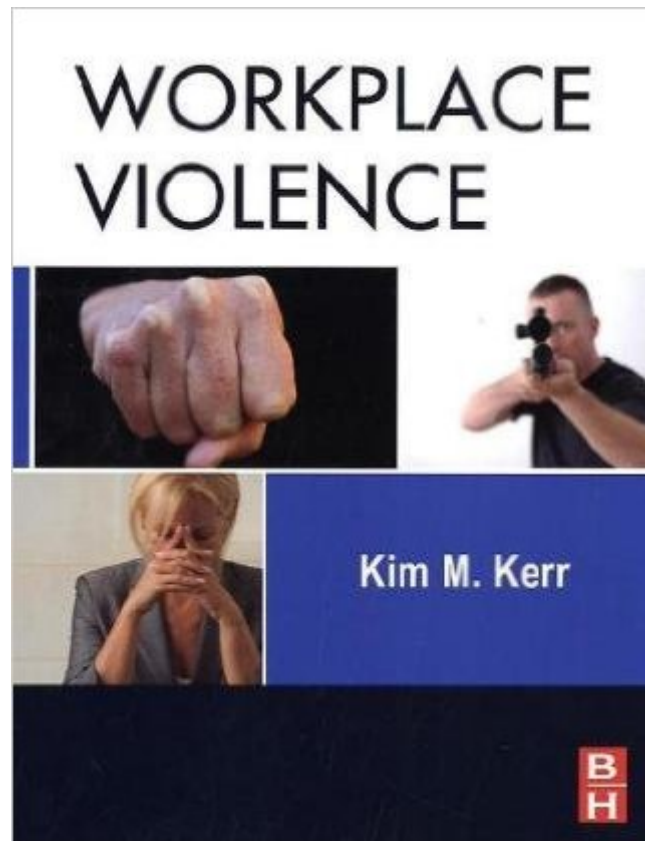


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# Workplace Violence: Planning For Prevention And Response



## Synopsis

Workplace violence in all its forms is becoming more prevalent and pervasive every year.

Workplace Violence: Planning for Prevention and Response gives a comprehensive account of the problem using a multi-faceted approach to the issues surrounding workplace violence incidents, addressing how the topic affects victims, witnesses, the workforce, family members, and management. A series of chapters helps organizations to form action and response plans to manage incidents both large and small. The focus also includes organizations that are forced to address violent individuals in settings where law enforcement may not be immediately available. Kerr speaks first-hand about complex issues like corporate liability for violent or threatening acts committed by employees, as well as issues of privacy, and he includes chapters written by experts on legal issues, cyberthreats, and anger in the workplace. This book belongs on the desk of every security manager and HR professional, and offers solid advice to all managers regardless of the size of their organization.\* Details the problem from all angles to help the reader design a comprehensive strategy for all constituent groups. \* Provides proven, detailed support for creating policies and procedures, awareness, and response training. \* Discusses real-life case studies to help readers understand how to apply strategies discussed in the book.

## Book Information

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## Customer Reviews

Violence in the workplace has now reached epidemic proportions. It is an issue everywhere as evident by our turning on the television news and not letting a week go by without seeing a major

story about violence taking place in offices, and other common locations. The question all of us wonder is whether or not anything can be done about this ongoing, looming, and ever pervasive issue that can cause tragedy on any given day in our lives. The answer is a clear yes and this book is the only written survey of its type and certainly is up to the minute in the explanations and strategies it provides for dealing with this problem. Author Kim Kerr is the Chief Information Officer of Verisys Corporation. His expertise includes how to manage hiring risk from a human resource and security perspective. He was previously involved in security management for the Atlanta Olympic Games in 1996, and subsequent Olympics in Sydney in 2000, and Salt Lake City in 2002. His principal contributors are all experts in their respective fields as well, and the book has both a flow and feel to it that it is written in one voice. Kerr takes us through crime after crime in his preface and tells us about his own experience in Edmond, Oklahoma in 1986 when what proved to be a troubled postal worker went into a post office where there were people he knew and shot 21 fellow workers including supervisors. Fourteen died and 7 were wounded. Many times prior to this tragedy there were mass killings but always among strangers. Here there were relationships. This is also where the term going "postal" came into being, although the term does not have a basis in fact.

You probably don't give it a thought anymore, those fire extinguishers that dot the landscape of your workplace, the automated electronic defibrillator that is now a common sight in your favorite restaurant or gym, or the life preserver you don for those cruise ship drills that you hope will remain only as drills. What many places still ignore and still don't prepare for is violence in the workplace. Do you know what you would do or where you would go if you heard shots coming from the work floor, the hallway, or the cafeteria? That brings us to "Workplace Violence" by Kim Kerr. He has written a "hybrid" textbook on "planning for prevention and response," as the subtitle says. I call it hybrid because it has the size and layout of a textbook, but does not have the objectives or quizzes that usually bracket each college or high school chapter. As some reviewers have already said the text is not the most energizing, but it doesn't appear that this was Kerr's objective. It offers textbook analysis (sorry, bad choice of words) on what to do with violence narrowly avoided, legal obligations, work cultures that may breed violence, its impact on business, recognizing the early warning signs, dealing proactively with workplace anger, creating a framework for prevention and reaction, training (my cup of tea), cyber threats and many other topics within workplace violence. There are several appendices, actually A through L that can assist the Human Resources Department in establishing policy, practice and training in the event of something that most of us don't even wish to contemplate. I give this book four stars. Its purpose is to be informative more than

interesting.

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