

Crisis Management

Course Overview

This course will introduce students to crisis management, including crisis, workplace violence, myths, escalation, concerning behaviors, domestic violence indicators, triggers of workplace violence, conflict dangers, response, and strategies.

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| <u>Module 01 - Getting Started</u> | 1m |
| Getting Started | |
| Workshop Objectives | |
| <u>Module 02 – Crisis</u> | 4m |
| Crisis | |
| Internal Risks | |
| External Risks | |
| Aggression | |
| Violence | |
| Case Study | |
| <u>Module 03 - Workplace Violence</u> | 4m |
| Workplace Violence | |
| Threats | |
| Damage | |
| Psychological Acts | |
| Physical Acts | |
| Case Study | |
| <u>Module 04 – Myths</u> | 5m |
| Myths | |
| Violence Just Happens | |
| It Is Uncommon | |
| Problems Will Solve Themselves | |
| It Is Not Possible To Prevent Violence | |
| Case Study | |
| <u>Module 05 – Escalation</u> | 5m |
| Escalation | |
| Threats | |
| Stalking and Bullying | |
| Injury | |
| Death | |
| Case Study | |

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| <u>Module 06 - Concerning Behaviors</u> | 4m |
| Concerning Behaviors | |
| Disruptive | |
| Emotional Abuse | |
| Causes Anxiety | |
| Examples of Behavior | |
| Case Study | |
| <u>Module 07 - Domestic Violence Indicators</u> | 5m |
| Domestic Violence Indicators | |
| Different Disruptive Calls | |
| Poor Concentration | |
| Bruising | |
| Absences | |
| Case Study | |
| <u>Module 08 - Triggers of Workplace Violence</u> | 5m |
| Triggers of Workplace Violence | |
| Reprimands and Terminations | |
| Financial Strain | |
| Loss of Loved One | |
| Perceived Sights | |
| Case Study | |
| <u>Module 09 - Conflict Dangers</u> | 5m |
| Conflict Dangers | |
| Action Point | |
| Flashpoint | |
| Identify | |
| Case Study | |
| <u>Module 10 – Response</u> | 5m |
| Response | |
| Note Areas of Concern | |
| Discuss It | |
| Report It | |
| Report Extreme Cases to HR/Tip Line | |
| Case Study | |
| <u>Module 11 – Strategies</u> | 5m |
| Strategies | |
| Policies | |
| Programs | |
| Emergency Procedures | |
| Train Employees | |
| Case Study | |

Total Duration: 48m