



## Chickaloon Village Traditional Council Dealing with Work Place Violence

# What is workplace violence?

- ▶ It is violence or the threat of violence against workers. It can occur at or outside the workplace and ranges from threats verbal abuse to physical assaults and even homicide.
  - ▶ One of the leading workplace injuries is death as a result of homicide.
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# Who is vulnerable?

- ▶ There are 2 million victims of workplace violence.
- ▶ Everybody is vulnerable
  - Everybody needs to be aware and cautious at all times to prevent any scenarios.

# Preventative measures

- ▶ Establish a ZERO TOLERANCE policy toward workplace violence.
  - ▶ CVTC has a zero tolerance policy for any inappropriate / unprofessional behavior.
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# From the CVTC handbook

## ▶ 002.01.001

- Every employee of the Chickaloon Village shall conduct him/herself in such a manner as to be a credit to his/her profession and the good of the Chickaloon Village

## ▶ 002.02.001

- Employees must always conduct themselves in a safe and responsible manner

## ▶ 03.01.010

- No tribal employee shall knowingly disparage the reputation of a council member, tribal citizen, or tribal employee

# Warning symptoms

- ▶ Use of direct threats toward self or others
  - ▶ Use of e-mail to make threats towards self or others
  - ▶ Intimidating, bullying or any type of aggressive behavior
  - ▶ Harassment
  - ▶ Ongoing conflicts with supervisors or co-workers
  - ▶ Bringing a weapon to the workplace
  - ▶ Extreme change in behavior
  - ▶ Explosive outbursts of anger or rage
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# Simple things to keep things going

- ▶ Organize your self both at work and at home
- ▶ Make relaxation a part of your routine
  - Breathing and stretching
- ▶ Do something you enjoy everyday this will improve your mind health reducing
  - Stress, anxiety, tension, anger
- ▶ Talk to a friend co worker relative
  - Friends and family have the power to defuse stress with a simple kind work, embrace or receptive ear

# Exercise

- ▶ Affects both the body's energy level and triggers your brain to release good positive hormones
- ▶ Releases tension and pent up energy
  - Healthy outlet for your feelings
- ▶ The mood elevating benefits of exercise lasts for days, regular exercise is the most uplifting



- ▶ Sunlight, fresh air can make you feel more balanced and grounded
- ▶ Even if you can't get away sitting by a window in light or listening to tunes of nature can give you the calming and peaceful sensation we all need to get through the days.

# Tids and Bits to always remember

Its okay to disagree

Take the high road

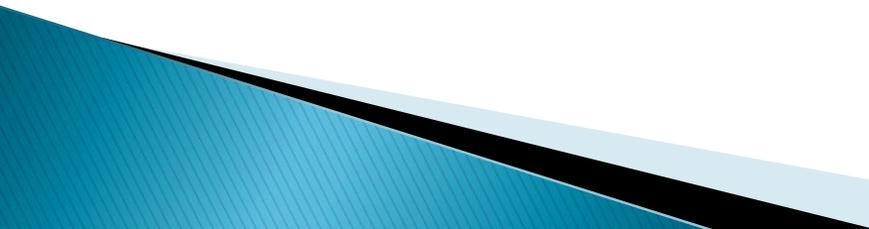
Be reasonable and understanding

Focus on coming to the best solution, not  
winning an argument

LISTEN

Be OPEN MINDED

# Dealing with angry clients / people

- ▶ Remain calm– Nothing can be gained by responding in a similar manner, this will prevent the situation from escalating.
  - ▶ Remember to not take it personally
  - ▶ Use your best listening skills– People who come in angry are looking for somebody to vent to, put your best listening ears on and summarize when they have finished to make sure you have a clear understanding of why they are frustrated.
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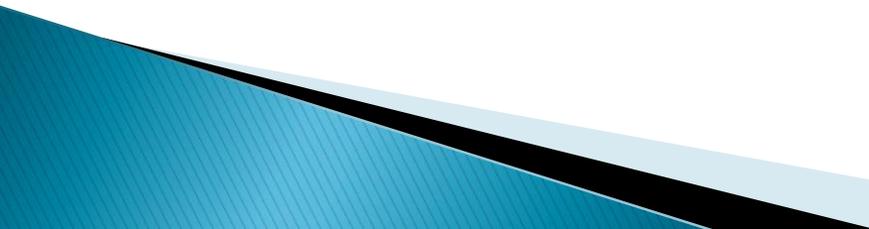
- ▶ Sympathize– respect and understanding go a long way to smoothing things over
- ▶ Apologize– weather the complaint is legitimate or irrelevant, the best way is to say “I’m sorry your not happy with this, lets see what we can come up with to make things right.”
- ▶ Find a solution– Even if you have handled the situation in the most professional way take a few minutes and treat your self to a walk or a snack or to talk to somebody you confide in

# CVTC Action

- ▶ If you are aggressive or having problems during work you will be asked to take Admin leave and go home.
  - ▶ You and your supervisor may talk in the morning when thoughts are more clear
  - ▶ Anger management training / counseling will be offered
  
  - ▶ If there is an angry member / client/ customer they will be called by a Council Member and asked to refrain from acting out in the work place. If it happens again then we may not continue to provide our services.
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- ▶ PLEASE REMEMBER WE WORK TOGETHER AS A TEAM AND WE ALL NEED TO DO OUR PART TO KEEP THIS VESSEL SAILING SMOOTH
- ▶ If there are problems on the horizon we have plenty of caring friendly staff to talk to and we have Rick to contact if you need admin support.

**BE SAFE! THINK SAFE! SAFETY IS OUR NUMBER ONE PRIORITY!**



# Did you know?

- ▶ Homicide is ranked #4 on the list of work place accidents
- ▶ Homicide is ranked #1 for woman for work place incidents