



## Manufacturer uses Training to Identify and Prevent Workplace Violence

A large, diversified technology and manufacturing leader with over \$26 billion in revenue and 109,000 employees recognized the need to train its employees on workplace violence. The aim was to educate employees on issues and situations that can lead to workplace violence so they can identify any incidents before they become a major issue. In 2001, the company began working with Business Controls, Inc. (BCI) to train their personnel in areas such as:

- ◆ How to detect and identify issues before they become violent
- ◆ Understanding the law regarding workplace violence
- ◆ Prevention and management of domestic violence in the workplace
- ◆ Assistance in determining policies and procedures
- ◆ Implementation of concise & comprehensive employee programming

*"Business Controls has a solid reputation and understands how to deal with large, corporate structures and procedures. The quality of their work preceded them and we found the individuals we dealt with to be extremely capable."*

**Security Manager**

Business Controls, Inc. set up numerous training sessions that ranged from large group meetings for employees to smaller group sessions for HR and management. After the training sessions, employees knew how they could play their part in detecting and preventing violence and what they could do as individuals. This was true throughout the entire facility, from management to supervisors, employees, and Human Resources.

According to the Security Manager, "the feedback and the aftermath of the sessions have been extremely positive. Business Controls was able to match the presentation style to the audience and connect with them. The sessions included much give and take and the employees have taken much of what they learned to heart."

Business Controls also set up a system by which individual questions could be answered either during the sessions or afterwards. The goal was to make all employees aware and proactive in recognizing situations before they became serious and potentially violent. This recognition has proved valuable in identifying and preventing workplace violence at the company's multiple facilities.

"The Return on Investment is the awareness level that was brought to our employees and the fact that we have not had any serious issues. The cost of having to deal with a workplace violence issue is much more expensive than training before hand on how to identify and prevent something from happening," said the Security Manager.