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› **Hello**



On-location newscasts following violence so frequently include interviews with befuddled looking neighbors or co-workers who squint into the camera and mumble “I never saw this coming. He wasn’t the kind of guy to do something like this. Something must have snapped.” Yet experts tell us that those most likely to act out violently can be identified and can be stopped. My hope for this *PracticePoints* edition is that it keeps us all just a little bit safer.

PracticePoint.



Bob VandePol, President
July 2010

› **"Understanding the Violent Mind" by Bruce Blythe**

Why Do People Become Violent? To understand the violent mind, we must step into the shoes of typical violence-prone individuals and observe their rationale from within:

... Imagine that you are someone who feels deeply inferior and inadequate when you compare yourself to others. This low self-esteem is pushed one step below your conscious awareness to protect you from the resulting emotional discomfort. The task at hand now becomes to continually guard against coming in touch with these feelings of inadequacy.

To compensate, you devise ways to feel superior to others. [\[read more\]](#)

› **Recent OSHA Publication Provides Recommendations for Workplace Violence**

While focused on Late-Night Retailers, this OSHA publication has tremendous applicability for any workplace that interacts directly with public consumers. Published in 2009, this document offers an up-to-date wealth of information on strategies, policies, and legal considerations that go into making any workplace safer. To read the entire publication click [OSHA](#).

› **Violence Prevention in the Workplace**

Promoting safety awareness among employees not only helps prevent hostility and potentially dangerous workplace situations, it also saves money for businesses. This article, courtesy of WorkplaceViolenceNews.com, offers practical steps to improve policy and communication initiatives to enhance workplace safety. To read the article click [Prevention](#).

▶ "The Unlucky Thirteen"

These thirteen early warning signs comprise a "must know" list for managers, leaders, and clinicians alike. Presented in a brief and easily read format, this handout is suitable for managerial trainings or as a ready reference. To view the handout click [Unlucky 13](#).

Presented courtesy of the National Institute for Prevention of Workplace Violence, Inc.

▶ **CCN Offers Free Webinar: "Utilizing Benchmarked Components of a Workplace Violence Program"**

*On March 30th and 31st CCN Chair and threat assessment expert Bruce Blythe will conduct the webinar **"Utilizing Benchmarked Components of a Workplace Violence Program"**. Workplace violence gained wide attention in the 1990s as mass murders became prominent, most notably at the U.S. Postal Service. A "wave" of preparedness swept the county, as employers struggled to address the horror and expense of this epidemic. Twenty (20) years later, the field of workplace violence management has evolved dramatically. However, many companies are still using indefensible 1990s methodologies to address threatening situations in the workplace. New strategies to minimize workplace violence have proven highly effective, but only when appropriately applied. So what are the new methodologies that employers should use to address threat of violence situations in the workplace? How can corporate managers, EAPs and threat specialists apply these techniques effectively and defensibly?*

Attendees will learn:

- *Components of a benchmarked, best-practice workplace violence program to use as a template to compare the methods used in your workplace.*
- *Take-and-use methods to personally apply these tools to effectively address threatening situations in your workplace.*
- *Methods to assure your utilized threat response methods are effective and defensible.*

*This free webinar will be offered on **March 30 at 3:00pm EST**, and again on **March 31 at 1 March 31 at 12:00pm EST**. To register send an email to support@crisiscare.com and include your name and the session you prefer; access instructions will be emailed to you.*

▶ **Upcoming Events of Interest**

GlobalOptions Executive Forum: Setting the Course for Risk Management in the New Economy CCN President Bob VandePol has been invited to join a select group of business leaders at the GlobalOptions Executive Forum in Orlando, FL.

www.globaloptions.com) **10th International Symposium on Energy Risk** Crisis Care

Network will serve as a corporate sponsor and CCN Chair Bruce Blythe will present a general session entitled "Strategic Crisis Leadership". To find out more click

[ACI.Behavioral Risk in the Workplace](#) Bruce Blythe will present a keynote at this conference sponsored by the Disability Management Employers Coalition. To see more about this conference click [DMEC](#). **Risk Insurance Management Society**

*Bruce Blythe and Bob VandePol will attend the RIMS Annual Conference & Exhibit in Boston April 25-29. For more information click [RIMS](#). **HelpNet EAP Leadership Oasis***

CCN Account Executive Jeff Gorter is the featured speaker at the March 10 event, to be held in Battle Creek, MI.



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Resource Highlights

On-Demand Webinar Library is Here!

CCN is proud to offer a variety of free webinars on topics of salient interest. Clinicians, business leaders, and managers will find these trainings to be a convenient avenue for staying on top of latest developments impacting the workforce when it comes to critical incident response.

Current webinars include:

Evolution of Critical Incident Response

This presentation reviews current research and best practices in critical incident response for the workplace, identifying goals and expectations for service delivery.

Return to Productivity after Workplace Tragedy

Participants will gain an understanding of the direct and indirect costs associated with critical incidents, list the individual and organizational reactions to trauma, and outline concrete strategies to facilitate resiliency and return-to-work.

Providing Support in the Midst of Financial Crisis

The skills and expertise of CCN Specialists are being requested more and more to assist employers during these tough economic times. This practical one-hour webinar will review general concepts essential to communicating compassion to

those impacted by or anxious about the current economic crisis.

To request any of these trainings simply email your first/last name and the title of your desired webinar to support@crisiscare.com and you will receive access instructions within 24 business hours.

Watch this spot for new live and on-demand webinars in the future!

Practice Points Archive

As part of CCN's on-going commitment to advancing the knowledge and resources available to all those interested in critical incident response best practices, we have established the **Practice Points** Archive. Past editions of **Practice Points** have dealt with such topics as the Evolution of Psychological First Aid, Resiliency, and Pandemic Preparedness and Response, among others. To view all past editions of **Practice Points** click [here](#).

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