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Autore	Minor Marianne
Titolo	Preventing workplace violence [[electronic resource] ] : positive management strategies / / Marianne Minor
Pubbl/distr/stampa	Menlo Park, Calif., : Crisp Publications, c1995
ISBN	1-4175-2501-0
Descrizione fisica	1 online resource (102 p.)
Collana	A fifty-minute series book
Disciplina	658.4/73
Soggetti	Violence in the workplace - Prevention Employee crimes - Prevention
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	On cover: Providing a safe work environment.
Nota di contenuto	<p>""TITLE""; ""COPYRIGHT""; ""ABOUT THE AUTHOR""; ""ABOUT THE SERIES""; ""DISCLAIMER""; ""CONTENTS""; ""ACKNOWLEDGMENTS""; ""About the Cover""; ""INTRODUCTION""; ""SECTION I Understanding Violence in the Workplace""; ""DEFINITION OF WORKPLACE VIOLENCE""; ""FACTS ABOUT WORKPLACE VIOLENCE""; ""FACTORS LINKED WITH INCREASED WORKPLACE VIOLENCE""; ""IDENTIFYING POTENTIALLY VIOLENT EMPLOYEES""; ""PROFILE OF A POTENTIALLY VIOLENT EMPLOYEE""; ""ASSESSING WARNING SIGNS""; ""AGGRAVATING FACTORS""; ""IS YOUR ORGANIZATION PREPARED?""; ""SECTION II Violence Prevention Strategies""</p> <p>""PREVENTING CRITICAL INCIDENTS IS CRUCIAL""""BEING PREPARED CAN MAKE A DIFFERENCE""; ""The Role of Managers""; ""Mistakes Managers Make in Assessing Violence Issues""; ""ARE YOU AN EFFECTIVE CRISIS MANAGER?""; ""THE ELEMENTS OF PREVENTION""; ""YOUR CRISIS MANAGEMENT TEAM""; ""MOBILIZE PROFESSIONAL ADVISORS""; ""Acquiring Professional Help""; ""Employee Assistance Programs""; ""Assessment Professionals""; ""Legal Assistance""; ""CREATE A CRISIS MANAGEMENT PLAN""; ""ESTABLISH A VIOLENCE-PREVENTION POLICY""; ""KNOW YOUR EMPLOYMENT LAWS""; ""A Word About Employment Laws""</p> <p>""USE PROPER EMPLOYEE-SELECTION TECHNIQUES""""Hiring Practices Assessment""; ""RECOGNIZE SIGNS OF TROUBLE""; ""PROVIDE COACHING OR COUNSELLING""; ""Definitions""; ""Work Situations That May Require</p>

Coaching"; ""Work Situations That May Require Counseling";  
""Providing Effective Feedback"; ""HOW TO GIVE EFFECTIVE FEEDBACK";  
""POSITIVE FEEDBACK COMES IN MANY FORMS"; ""Kinds of  
Reinforcement"; ""Guidelines for Successful Coaching"; ""Guidelines  
for Successful Counseling"; ""NOW WHAT? WHEN COACHING AND  
COUNSELING FAIL"; ""TAKE DISCIPLINARY ACTION"; ""Definition"  
""Required Steps in Disciplinary Action""""TERMINATION"; ""MY ACTION  
PLAN"; ""SECTION III Crisis Management"; ""RECOGNIZE AND  
MOBILIZE"; ""WHAT TO DO DURING A CRISIS"; ""TEN PITFALLS TO  
AVOID DURING A CRITICAL INCIDENT"; ""TIPS ON NONVERBAL  
COMMUNICATION"; ""HELPING EMPLOYEES GET THROUGH THE  
TRAUMA"; ""FACTS YOU SHOULD KNOW ABOUT TRAUMA"; ""EMPLOYEE  
TRAUMA CHECKLIST"; ""WHAT TO DO AFTER A CRITICAL INCIDENT";  
""Address your Employeesa€? Reactions"; ""Address Your Managersa€?  
Concerns"; ""Gather Professional Support"; ""Arrange for Proper  
Communication"  
""Other Resources""

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