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training; Chapter 9 Why workplace bullying and violence are different: protecting employees from both; Chapter 10 Dealing with violence in the workplace: the experience of Canadian unions; Chapter 11 The Assaulted Staff Action Program (ASAP): ten year analysis of empirical findings
Chapter 12 Violence at work: supporting the employee
Concluding comments; Index

Sommario/riassunto

Workplace violence has emerged as a growing concern in today's interdependent political economy, and increasing attention is being paid to the phenomenon both by business and in the academic world to identifying its causes and to devise strategies to prevent it. In this book a distinguished international team, composed of both academics and practitioners, identify and address the key issues. It reviews the earlier literature on workplace violence, identifying and assessing key trends and patterns of violence at work, and reapplying traditional theories of victimisation and approaches to preven
