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Collana	A fifty-minute series book
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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 Employees' Reactions"; "Address Your Managers' Reactions";
"Gather Professional Support"; "Arrange for Proper
Communication"
"Other Resources"
