

## The Principals of Sorensen, Wilder and Associates



Chris Sorensen, CHPA has spent 20 years in healthcare safety and security management. A recognized expert in system design build, he has worked with some of the largest and most respected businesses in the Midwest, designing Access Control, CCTV, Infant and Child Protection Systems, and Elopement Prevention systems. After joining S. Wilder & Associates in 1992 as a consultant, Mr. Sorensen became a partner with the firm in 1996, when the name was changed to Sorensen, Wilder and Associates (SWA). Through SWA, he has consulted to hospitals, nursing homes, government agencies, schools, law enforcement, fire service, EMS, retailing, and industry in areas of safety and security management.



Steve Wilder, CHSP has spent the past 20 years in safety, security, and risk management in hospitals, long term care facilities, manufacturing, retailing, and industry. In his career, Mr. Wilder has served as Director of Risk Management, Director of Safety and Facility Management, and System Director of Safety and Security. Mr. Wilder has developed healthcare management programs in Safety, Life Safety, Hazardous Materials, Security, Utility Management, Equipment Management, and Emergency Preparedness. He has been consulting in Safety, Security, and Risk Management program administration since 1990. He and Mr. Sorensen are the authors of the text *The Essentials of Aggression Management in Healthcare*. He is a licensed paramedic, and is a fire chief in the suburbs of Chicago.

### ASK ABOUT OUR COMPLETE LINE OF SAFETY AND SECURITY PROGRAMS, INCLUDING:

*Workplace Violence Prevention*  
*Essentials of Aggression Management*©  
*Fire Safety*  
*Emergency / Disaster Preparedness*  
*Personal Safety and Self Protection*  
*Preparing for an OSHA Survey*  
*Behavior Based Safety*  
*Designing an Effective Safety Committee*  
*Fall Protection*  
*Investigating Job Related Injuries*  
*Security in Labor Disputes*  
*Cumulative Trauma and Today's Worker*  
*Coping With Stress in the Workplace*  
*Employee Health and Wellness Programs*



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Sorensen, Wilder & Associates

# PREVENTING VIOLENCE IN THE WORKPLACE

*The Essentials of Aggression  
Management*



# There Are Ways You Can Lessen The Chances Of An Incident

## Violence in the Workplace Continues To Increase

Statistics don't lie, but in this case, they tell a sad story. Incidents of workplace violence continue to grow in frequency and severity. According to the National Institute for Occupational Safety and Health, in 1997 workers were responsible for over 100 murders of supervisors and co-workers. Further, incidents of workplace violence are the leading cause of death to women in the workplace, and the second leading cause in men.

Consider these statistics:

- 44% of workplace attacks are committed by customers
- 20% of workplace attacks are by co-workers
- 7% are by supervisors
- 3% are by former employees

No group is immune from the problem. And if that isn't enough to cause concern, think about the economic impact. According to the U.S. Dept. of Justice, acts of workplace violence result in over 1,750,000 lost workdays per year, and cost over \$55,000,000 annually in lost wages, not including sick days and extended leave.

## STARTING FROM GROUND ZERO

Can workplace violence be prevented? At Sorensen, Wilder & Associates, we believe that incidents of workplace violence can be greatly reduced if companies take the time and allocate the resources required. We start with a comprehensive assessment of existing programs, including policies, procedures, access and egress controls, emergency evacuation procedures, training programs, physical plant layout and follow-up. Upon completion, we provide a detailed report, including present measures employed, and recommendations for improvements or changes.

## EMPLOYEE TRAINING

Too often, we find that employees receive little or no training in preventing workplace violence, or that training needs are ignored until after an incident occurs. Our training includes custom designed programs geared toward all employees, as well as "train the trainer" sessions for companies that wish to provide their own internal training. In addition, we also offer a block of programs designed for more detailed training of top management personnel.

Our training programs include management requirements, employee involvement, your written program, work practice controls, and engineering controls all designed to reduce the risk of a violent incident.

## THE AGGRESSION CONTINUUM

In most cases, individuals do not go from a state of calm to an immediate state of physical violence. Instead, they often exhibit progressive behavioral changes leading to the point of physical violence.



These changes are best taught in our six step "aggression continuum". The continuum teaches behavioral changes that a person will normally go through from a state of calm to a state of physical violence, and how each step can be recognized

and defused. Using a six foot step ladder as a model, each rung higher becomes a step closer to violence, until reaching the top step, where danger is imminent. Learn how to recognize and defuse aggressive behavior before it erupts into violence.

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