



ideas that work

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Employment Alliance Group Meeting – September 18, 2015
featuring Sam Blackstone and Officer Scott Zimmerman

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Identifying, Understanding and Responding to Workplace
Security and Violence

1. A brief overview of the scope of the problem of workplace security/violence
 - A. Just how prevalent is it?
 - B. Blue collar? white collar? – it is everywhere
 - C. Global impact

2. The sources of workplace violence
 - A. Co-workers
 - B. Family and friends of employees
 - C. Former employees
 - D. Vendors, contractors
 - E. Outsiders with no relationship to employer

3. Possible sources of problems
 - A. Poorly handled disciplinary action or terminations
 - B. Perceived lack of respect of employees
 - C. Family stress
 - D. Substance and/or alcohol abuse
 - E. Other sources

4. Warning signs/predictors/red flags
 - A. Angry outbursts
 - B. Express or implied threats
 - C. Discussion about weapons, guns
 - D. Erratic behavior



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5. Dealing with aggressive/violent employees
 - A. To respond or not respond
 - B. Calmness
 - C. Empathy
 - D. Verbal "judo"
 - E. De-escalate
 - F. Ignore
 - G. Consult with senior management

6. Working with police and crisis management experts
 - A. When should they be contacted?
 - B. Whom should they contact?

7. Hiring phase
 - A. Bad hiring decisions lead to bad employees
 - B. What to look for
 - C. The challenge of references

8. Policies
 - A. Zero tolerance for violence
 - B. No bullying
 - C. No harassment
 - D. Communicate policies to employees (regularly)

9. Developing a proactive mindset
 - A. Discussing safety
 - B. Develop and review safety plan
 - C. Conduct a physical inspection of the premises with a police officer
 - D. Conduct a strategic business assessment with a crisis management professional

10. Manager training
 - A. Should be conducted regularly
 - B. Consider a crisis management and/or law enforcement professional



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11. Understanding legal implications

- A. Title VII – harassment free workplace
- B. OSHA
- C. Common Law Torts – Assault and Battery
- D. Negligent hiring and negligent retention

12. Insurance

- A. Consider insurance for workplace security and possible violence issues

[Note: This outline is not intended to provide specific legal advice or opinions regarding any specific matter. The application of the concepts and matters discussed in this outline is dependent upon the specific facts and circumstances of individual situations, the application of federal, state, and local laws, and the application of controlling case law.]