

October, 2007

Chicago Dept of Public Health



OFFICE OF VIOLENCE PREVENTION

Violence Prevention E-Brief

Workplace Peace

October is Violence Prevention Awareness Month

The Journal of Occupational Health Psychology cites a study by the University of Michigan that found

- 71 percent of 1,100 workers surveyed had experienced **workplace incivility** in the previous five years. That spark of rudeness wasn't from customers or other members of the general public, but from coworkers and superiors!
- 44 percent of workers polled for OfficeTeam said the level of professional courtesy at work had decreased over the past five years.
- Most acts of workplace violence originate with uncivil behavior
http://www.iaap-hq.org/ResearchTrends/taming_workplace_incivility.htm

...from incivility to homicide

- Homicide is the second leading cause of fatal occupational injury in the United States.
- According to the National Crime Victimization Survey (NCVS) 2 million assaults and threats of violence against Americans at work occur annually
- Visiting nurses and psychiatric evaluators, among others, are at increased risk for violence
<http://humanresources.about.com/od/healthsafetyandwellness/a/workviolence.htm>

Tool Box for Strengthening Workplace PEACE

- **Choose, Commit** to act peacefully regardless of what comes your way
- **Greet** people you meet in the hall—**you** initiate the smile and “Hello”
- Whenever you find yourself raising your voice, **lower** it immediately
- Whenever you feel tension or anger building, **TAKE TEN!** Find a quiet moment to regain perspective and control
- **Listen** to yourself periodically throughout the day; your words, tone of voice, volume, eye contact, presence, empathy
- Since you cannot know the heart of another, don't waste time analyzing others' motives-try rather to **improve your actions!**
- **Visualize peace and harmony**, especially before speaking with someone you dislike or fear
- **Concentrate on your work**– its quality and its meaning and the contribution it makes
- Approach problem solving with an **attitude of hope**
- Don't have **fun at the expense** of others
- **Treats** are always good! (tricks– not so much!)

(adapted from the work of Remez Sasson—<http://www.SuccessConsciousness.com>)