

Workplace Violence

Workplace violence is “any act or threat of physical violence, harassment, intimidation or other threatening disruptive behaviour that occurs at the work site.” Workplace violence typically falls into one of four categories which are, **Customer, Worker-on-Worker, Criminal Intent** and **Personal Relationship**. It is well acknowledged that the healthcare profession is the most vulnerable to workplace violence, which is frequently perpetrated by rowdy or dissatisfied patients. However, it is well acknowledged that working in retail are mostly affected.

CUSTOMER

When a violent individual has a genuine connection with a company, such as a customer, client, patient, student, or convict, and turns violent while being served by the firm.

WORKER-ON-WORKER

The perpetrator of this violence is a current or former employee of the company who assaults or threatens other current or former employees in the workplace.

CRIMINAL INTENT

The offender in this type of violent incident has no genuine link with the firm or its workers. The violence is typically unintentional and occurs as a result of another crime, such as robbery, theft, or trespassing. Terrorist acts are also included in this category.

PERSONAL RELATIONSHIP

In these situations, the assailant normally does not have a link with the business but does have a relationship with the intended victim. Victims of domestic abuse who are assaulted or intimidated at work fall into this category.



Stopping workplace violence begins with identifying and classifying it. Workplace violence encompasses a wide range of behaviours and themes, including physical acts of violence, threats, intimidation, and various forms of harassment. Preventing such a wide range of activities may appear difficult, but it is feasible with adequate staff education and training. It is also preferable to have a strong policy and process in place, as well as to strive for healthy working relationships among employees. This can go a long way toward avoiding workplace violence. Finally, if workplace violence becomes an issue, make sure you know your rights! Making your workspace more comfortable is essential for generating your best work.