

Preventing Workplace Violence is a WorkSafe course developed by the WorkSafeBC (the Workers' Compensation Board of B.C). It aims at providing employers and workers with tools to reduce workplace violence, which has increasingly become a concern within a number of occupational sectors—health care, social services, and retail business, for example.

This course is suitable for joint health and safety committee members, worker health and safety representatives, supervisors, workers, and health and safety professionals committed to preventing violence in the workplace.

The course consists of five modules:

Violence in the Workplace: Regulatory Requirements	Violence Risk Assessment	Violence Prevention Procedures	Violence Prevention Program	Industry-Specific Workshop
--	--------------------------	--------------------------------	-----------------------------	----------------------------

Successful completion of the course will enable participants to:

- Explain regulatory requirements relevant to preventing workplace violence
- Conduct a violence risk assessment
- Establish violence prevention measures and procedures
- Develop a workplace violence prevention program

The industry-specific workshop can be customized to meet the needs of different industries. For example, the workshop could focus on techniques to defuse hostility for an audience who serves highly frustrated clients.