

# Dealing with Disruptive and Threatening People in the Workplace

## Human Resources Salt Lake Community College

The Salt Lake Community College is committed to ensuring a safe and secure academic and work environment for employees, faculty, students, and participants in College programs and services. Unfortunately, national statistics regarding aggression in the workplace and academic setting show a steady increase. Therefore, there is always the possibility that College faculty, staff and students may be faced with individuals who are exhibiting difficult or threatening behavior. It is important that all members of the Campus Community familiarize themselves with the College policies and procedures:

### In cases where workplace violence seems imminent or has occurred:

Securing a safe environment for yourself and others is always the top priority. If you have any question about immediate safety, call the College Police at **957-3800 or 911**.

### In cases where there are concerns that are not imminent:

SECTION 1.01, ACADEMIC FREEDOM, PROFESSIONAL RESPONSIBILITY AND TENURE (*Concerns regarding employee behavior are reported to the employees supervisor*)

SECTION 3.07 DISCIPLINARY SANCTIONS AND TERMINATION (*Concerns regarding employee behavior are reported to their supervisor*)

SECTION 3.16 ETHICAL CONDUCT (*Concerns regarding employee behavior are reported to their supervisor*)

Supervisors are responsible for addressing the conduct of their employees and ensuring a workplace that is free from violence, threats, or other in appropriate behaviors.

Once reported to the Police, Supervisor, or Dean of Students (for disruptive students) appropriate follow up should occur as follows:

SALT LAKE COMMUNITY COLLEGE RESOURCES FOR CONSULTATION AND REFERRAL	SLCC Public Safety (Police)	Supervisor	HR Employee Relations	Employee Assistance Program	EEO Office
1 = FIRST CALL    2 = FOLLOW-UP    3 = AS NEEDED	957-3800		957-4212	1-866-750-6237	957-4561
<b>Working with an individual who:</b>					
<b>Immediate Threat</b>					
Poses an immediate threat to self or others	1	2	2	3	
Writes or verbalizes a direct or veiled threat to another person	1	2	2		
Injures another person physically	1	2	2	3	
Brandishes a weapon	1	2	2		
Makes statements indicating desperation (over family financial, and other personal problems) to the point of contemplating suicide	1	2	2	3	
<b>Potential Threat</b>					
Is intimidating, belligerent, harassing, bullying or using other inappropriate or aggressive behavior	3	1	2	3	
Is sabotaging projects, computer programs, or equipment	3	1	2	3	
Elicits fear reaction from coworkers/clients	3	1	2	3	
Displays anger or hostility inappropriately (Outbursts of anger, swearing, slamming doors etc)	3	1	2	3	
Makes statements showing obsession or fascination with incidents of workplace violence or other violent events	3	1	2	3	
<b>Equal Opportunity Concerns</b>					
Shows concerns about civil rights discrimination		2	3		1
Reports sexual harassment		2	3		1
<b>Workplace Behavioral Concerns</b>					
Shows signs of moral righteousness-believing the organization is not following its rules		1	2	3	
Seems overly emotional, e.g. aggressive, depressed, demanding suspicious		1	2	3	
Has numerous conflicts or is verbally abusive with customers, co-workers, or supervisors		1	2		
Shows signs of substance abuse		1	2	3	
Has a sudden deterioration in job performance		1	2	3	
Obsesses about a co-worker		1	2	3	
Changes in normal behavior; externalizes blame		1	2	3	
Unable to take criticism of job performance		1	2		
Persistently complains about being treated unfairly		1	2		
Has increased, non-typical absenteeism		1	2	3	