



## Unit WRV6: Promote a safe and positive culture in the workplace

**This unit is for you** if you are responsible for promoting a safe and positive working environment and culture where workers feel safe from violence

**This unit is about** the skills and knowledge required to plan to improve the working environment by reviewing the current level of understanding of violence at work. It is also about producing plans to promote a safe and positive culture in the workplace, and providing opportunities for discussion and communication about violence at work.

---

### Performance Criteria:

---

You must:

#### Develop plans to promote a safe and positive culture in the workplace

1. gather and record feedback and recommendations from workers and relevant people on their concerns and their experience of violence at work
2. identify the current level of understanding and response to the organisation's policy and procedures on preventing and managing violence at work
3. check workers' understanding of the safety equipment and precautionary measures available in the organisation
4. using all available sources of information identify where improvements and changes may be necessary
5. produce a plan based on your findings which includes recommendations about the resources which are necessary to help reduce incidents of violence and improve the working environment
6. review the risk assessment and record your findings
7. obtain the necessary approval to implement your plan

#### Implement plans to promote a safe and positive culture in the workplace

8. communicate regularly with workers about the importance of being alert to the presence of risks of violence at work
9. make sure that information and support on preventing and managing violence at work is readily available for all workers
10. provide opportunities for workers to review the risk assessments for their work
11. make sure resources are available to help reduce incidents of violence and improve the culture in the workplace
12. set up and monitor appropriate mechanisms for the discussion of workplace violence
13. develop and encourage the use by all workers and relevant people of a comments, compliments and complaints procedure
14. make sure the organisation's policy on violence at work is communicated to people other than those who work there
15. review the implementation of your plans on a regular basis



## Essential Knowledge and Understanding for this Unit:

You must know and understand:

- a) your legal duties for ensuring the well-being, safety and health in the workplace as required by relevant legislation for health and safety at work
- b) your duties as defined by other specific legislation covering your job role including those relating to the management of health and safety at work, reporting injuries, diseases, dangerous occurrences, employment rights, human rights, disability and data protection
- c) the job roles and responsibilities of all the workers for whom you are responsible
- d) the importance of keeping people regularly informed and involving them in discussions about violence at work
- e) available sources of information on violence at work and the appropriate support and advice
- f) the importance of communications and of reminding everyone to remain alert to the presence of triggers of violence in the workplace
- g) the impact of the working environment and the effect of any changes made on workers and service-users
- h) the importance of providing opportunities for workers to discuss work-related violence and any aspects of their working environment which could be improved



## Key Words and Phrases

### KEY WORDS

### DEFINITIONS

#### Conflict

Conflict is a state of opposition and disagreement between two or more people or groups of people, which is sometimes characterised by physical violence.

#### Employer

A person, firm, association, organisation, company or corporation who employs one or more workers in an industry.

#### Employment

Employment is a contract between two parties, one being the employer and the other being the employee. In a commercial setting, the employer conceives a productive activity, generally with the intention of creating profits, and the employee contributes labour to the enterprise, usually in return for payment of wages.

#### Equipment

These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc

#### Learner

Any person learning or training in a workplace and becomes subject to the hazards of an industry in the course of that learning.

#### Evaluation

The process of determining whether an item or activity meets specified criteria.

It can include comparing the adequacy of policies and procedures with current practice or professional standards to manage work-related violence

#### Management information system

A system designed to help managers plan and direct business and organisational operations.

It can include a comprehensive system which holds necessary data regarding the number of incidents, when they occur, the types of worker involved, the types of service-users involved, the environments and location where incidents happen, the severity of incident and the preventative measures taken.

#### Manager

An individual charged with the responsibility for managing staff, resources and processes.

#### Physical Intervention

These interventions are commonly either “breakaway techniques” (when defending oneself or another) or “restraint techniques” (when physically restricting a person’s movement).

Individuals should refer to their organisation’s and industry specific guidelines and policies for further information.



<b>Policy</b>	<ul style="list-style-type: none"> <li>• A statement which directs the present and future decisions of an organisation.</li> <li>▪ It is intended to influence and determine decisions, actions, and other matters.</li> <li>▪ Typically, a policy designates a required process or procedure within an organisation.</li> <li>▪ They are often initiated because of some external requirement.</li> </ul>
<b>Positive working environment/culture</b>	A working environment/culture which does not tolerate any violent behaviour
<b>Precautionary measures</b>	These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working, etc,
<b>Procedures</b>	A series of steps following in a regular definite order that implements a policy, for example.
<b>Relevant person</b>	A person named in the organisation's procedures as having responsibility for incidents of violence at work
<b>Risk</b>	<p>The likelihood that the worker will be subjected to violence at work</p> <p><i>Definition taken from: HSE "Management of health and safety at work –Approved Code of Practice &amp; Guidance". Reference L21 (ISBN 0-7176-2488-9)</i></p> <p>A risk is the likelihood of potential harm from that hazard being realised.</p> <p>The extent of the risk depends on:</p> <ul style="list-style-type: none"> <li>(i) the likelihood of that harm occurring;</li> <li>(ii) the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and</li> <li>(iii) the population which might be affected by the hazard, i.e. the number of people who might be exposed.</li> </ul>
<b>Safe working practices</b>	Established safe methods of carrying out activities, procedures or techniques used in carrying out your job or work activities to deliver a service with levels of quality and efficiency required by the organisation.
<b>Service users</b>	Examples are: Patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.
<b>Supervisor</b>	A person in charge of a workplace or who has authority over a worker



<b>Support</b>	This may be listening, monitoring situations, offering advice and practical help or seeking further assistance if necessary.
<b>Triggers of violence</b>	<p>Factors that might cause violence to occur. They can be categorised in four different types :</p> <ul style="list-style-type: none"> <li>❖ temporary personal factors – for example, the service-user (see below) being uncomfortable from a lack of food, warmth, light, or presenting challenging behaviour whilst under the influence of drink or drugs, or</li> <li>❖ persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or</li> <li>❖ temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or</li> <li>❖ persistent environmental factors such as too much being expected of the service-user or that the quality of the service consistently does not meet the required standards of the user</li> </ul>
<b>Violence whilst at work</b>	<p>Defined by HSE as: "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks."</p> <p>The definition includes violence to employees at work by members of the public, whether inside a workplace or elsewhere, when the violence arises out of the employees' work activity. It would not include violence to people when not at work, e.g. when travelling between home and work or violence outside their normal working hours, even though where such risks were significant, employers might wish to take action to safeguard their employees.</p>
<b>Volunteer</b>	A person who does volunteer work for which they receive little or no earnings.
<b>Worker</b>	A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.
<b>Working environment</b>	The work area(s) where the workers carry out their duties.
<b>Work-related</b>	That is, arising out of and in the course of the employment of a worker.