



## Unit WRV1: Make sure your actions contribute to a positive and safe working culture

**This unit is for you** if you work, regardless of your employment status, as you will need to make sure your actions contribute to a positive and safe working culture.

**This unit is about** identifying where the risks are in your job role and the triggers that may escalate behaviour towards violence. It is also about understanding relevant organisational procedures, being sure you know what to do and carrying out your work in a calm and professional manner. You should be aware of all your responsibilities in the workplace, including working safely.

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### Performance Criteria:

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You must:

#### Identify the risk of violence in your working environment

1. review your job role and responsibilities to identify any risks of violence to you or other people
2. identify which aspects of your organisation's policy on preventing work-related violence and risk assessment are relevant to you and your work
3. review your organisation's procedures to check they cover all situations you have to face at work and inform the responsible person about any gaps
4. identify potential triggers of violence within:
  - your working environment
  - your job role
  - the actions of other people who work with you
  - the circumstances of the service-users with whom you normally expect to work
  - your own actions whilst at work
5. find out the procedures to follow if an incidence of violence occurs
6. record all the risks of violence you have identified, the controls in place for those risks and report any issues to the responsible person
7. seek clarification regarding procedures for recording violence if necessary

#### Reduce the risk of violence in your working environment

8. make sure you keep up-to-date with information about your working environment on:
  - possible causes of violent behaviour
  - what you could do to stop violence happening
  - who else could help you
  - what to do should an incident occur
  - where to get post-incident support
9. when preparing to start a work task consider whether you need:
  - to inform other people of your plans
  - other people to be present



- special equipment to make you safer
  - to know how to leave if the situation gets out of hand
10. perform your job role and responsibilities to organisational requirements, standards and expectations
  11. make sure the information and support you provide is appropriate for the circumstances
  12. respond to requests for your assistance in a prompt and courteous manner
  13. treat service-users and other people who work alongside you in a way that:
    - shows respect for their views and opinions
    - promotes goodwill
  14. make sure that promises made to service-users and other people at work are achievable, honour commitments made and are within the agreed timescales
  15. respond promptly to complaints and follow-up complaints in accordance with organisational policy and procedures
  16. resolve difficulties in relationships in a prompt, fair and polite manner, and report outstanding difficulties to the relevant person
  17. monitor your own and other's health and safety at work and report any concerns to the relevant person

### **Essential Knowledge and Understanding for this Unit:**

You must know and understand:

- a) your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work
- b) the contents of the relevant organisational policy and procedures and their requirements and implications upon your work, lines of communication and accountability
- c) your job role, responsibilities and limitations
- d) your capabilities and how and when you should report problems to other people
- e) how to recognise challenging and unacceptable behaviour and where you may be at risk of changes in behaviour which may trigger violence from service-users or other people who work with you
- f) the safe working practices for your own job role
- g) the importance of personal conduct in maintaining a healthy, safe and positive work environment
- h) adjusting the amount and type of communication appropriate to the needs of the service-users and other people who work with you
- i) the importance of developing positive working relationships with service-users and other people who work with you
- j) the importance of considering and listening to other people's views and opinions
- k) the organisation's requirements, standards and expectations of your performance



## 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.