

## CFAWRV10

### Unit WRV10: Make sure communication is effective following an incident of violence at work



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#### Overview

This unit is about the skills and knowledge required for ensuring that the necessary information is communicated to the relevant people in a professional manner whilst maintaining appropriate confidentiality.

# CFAWRV10

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### Performance criteria

*You must be able to:*

#### **Brief relevant people following an incident of violence at work**

- P1 identify and record the relevant facts relating to the incident and make sure that communications about the incident are shared in a professional manner with all relevant people
- P2 make sure all managers and relevant people are aware of:
  - P2.1 what happened
  - P2.2 who was involved
  - P2.3 what will happen as a result of the incident
  - P2.4 how to respond if questioned about the incident
- P3 make sure all workers are reminded of the procedures to follow if they are questioned about the incident by people who do not work for the organisation
- P4 reassure all workers about:
  - P4.1 their safety
  - P4.2 the action which will be taken as a result of the incident
  - P4.3 the importance of reporting information about incidents of violence at work
  - P4.4 the opportunities that exist for those with concerns about the incident to discuss them with a relevant person

*You must be able to:*

#### **Make positive use of external communications following an incident of violence at work**

- P5 follow organisational policy and procedures when handling queries from external sources about the incident
- P6 make sure all written communications are:
  - P6.1 factual
  - P6.2 clear
  - P6.3 appropriate to the situation and organisational procedures
- P7 make sure the emphasis is on the proactive measures taken by the organisation for reducing work-related violence
- P8 maintain confidentiality and confirm that an investigation will be carried out
- P9 make sure the personal details of those involved are kept out of all communications
- P10 check the effectiveness of the communication strategy by reviewing the portrayal of the incident

# CFAWRV10

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### Knowledge and understanding

*You need to know and understand:*

- K1 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
- K2 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
- K3 the organisation's policy and procedures relating to the prevention of violence at work and those specific aspects relating to communications both internal and external following an incident of violence
- K4 the channels of communication within your organisation and the most appropriate means of communication which will reach all workers quickly
- K5 how to deal with people external to the organisation in terms of what should and should not be disclosed
- K6 how to handle queries from external sources and who the spokesperson is for such situations
- K7 what messages should be conveyed and emphasised in external communications
- K8 which facts are key, to whom they should be communicated and how to do so in a professional manner
- K9 the importance of making sure that managers and relevant people know what has happened and the importance of telling the workers quickly
- K10 the importance of reassuring all workers and knowing what to say in such situations including in response to their questions
- K11 to whom workers should take their concerns
- K12 the importance of following up the strategy to check it met with expectations and requirements

# CFAWRV10

## Unit WRV10: Make sure communication is effective following an incident of violence at work

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### Additional Information

#### Glossary

#### 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.

##### 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.

##### Learner

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

##### 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

# CFAWRV10

## Unit WRV10: Make sure communication is effective following an incident of violence at work

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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.

### Policy

1. A statement which directs the present and future decisions of an organisation.
2. It is intended to influence and determine decisions, actions and other matters.
3. Typically, a policy designates a required process or procedure within an organisation.
4. They are often initiated because of some external requirement.

### Positive working environment/culture

A working environment/culture which does not tolerate any violent behaviour.

### Precautionary measures

These could include: protective barriers, protective clothing, security responses, working in pairs or teams instead of lone working etc,

### Procedures

A series of steps following in a regular definite order that implements a policy, for example.

### Relevant person

A person named in the organisation's procedures as having responsibility for incidents of violence at work.

### Risk

The likelihood that the worker will be subjected to violence at work

Definition taken from: HSE “Management of health and safety at work - Approved Code of Practice & Guidance”. Reference L21 (ISBN 0-7176-2488-9)

A risk is the likelihood of potential harm from that hazard being realised.

The extent of the risk depends on:

1. the likelihood of that harm occurring;
2. the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and

# CFAWRV10

## Unit WRV10: Make sure communication is effective following an incident of violence at work

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3. the population which might be affected by the hazard, i.e. the number of people who might be exposed

### **Safe working practices**

Establish 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.

### **Service users**

Examples are: Patients, clients, passengers, customers, detainees, the public, parents, volunteers and carers.

### **Supervisor**

A person in charge of a workplace or who has authority over a worker.

### **Support**

This may be listening, monitoring situations, offering advice and practical help or seeking further assistance if necessary.

### **Triggers of violence**

Factors that might cause violence to occur. They can be categorised in four different types :

1. 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
2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or
3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or
4. 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

### **Violence whilst at work**

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."

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

## CFAWRV10

### Unit WRV10: Make sure communication is effective following an incident of violence at work

---

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.

**Volunteer**

A person who does volunteer work for which they receive little or no earnings.

**Worker**

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.

**Working environment**

The work area(s) where the workers carry out their duties.

**Work-related**

That is, arising out of and in the course of the employment of a worker.

# CFAWRV10

## Unit WRV10: Make sure communication is effective following an incident of violence at work

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**Relevant occupations** Business, Administration and Law; Health, Public Services and Care; Professional Occupations; Managers and Senior Officials; Associate Professionals and Technical Occupations; Engineering and manufacturing technologies; Construction, Planning and the built environment; Retail and commercial enterprise; Social sciences; Education and training; Preparation for life and work; Administration and Secretarial Occupations; Skilled Trades Occupations; Personal Service Occupations; Sales and Customer Services Occupations; Elementary Occupations

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**Suite** Prevention and management of work-related violence

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