

Create a Culture of Safety and Respect

When toxic workplace behaviors go unchecked, they can put your organization and employees at risk.

With the right training, prevention and intervention programs, you can give your employees the tools they need to curb hostile behaviors — and protect everyone concerned.



Toxic Behaviors Aren't Always Easy to Spot

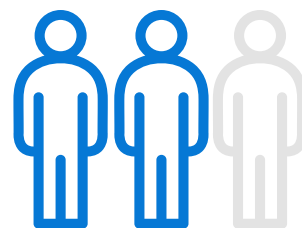
Negative behavior in the form of bullying, threats and harassment should be addressed by leadership as soon as it occurs. If ignored or tolerated, such behaviors can result in disengagement, lost productivity and lawsuits, and can even escalate to violence.

Often, there's no clear event or crisis indicating that there's a problem within your organization. But there are a number of indicators of a toxic work environment:

- Stressful work conditions
- High turnover
- Negative online reviews
- Workplace conflict
- Instability in organization/leadership
- Employee litigation

There is a Solution

Today's HR leaders know that addressing toxic behaviors can foster a thriving workplace and culture, and help restore confidence in the organization.



STRESSED EMPLOYEES CAN LEAD TO TOXIC ENVIRONMENTS

Nearly 2/3 of employees say their workplace stress is worse than it was five years ago.¹

¹ Korn Ferry Survey, <https://ir.kornferry.com/news-releases/news-release-details/worried-workers-korn-ferry-survey-finds-professionals-are-more>

Understanding the Landscape

When most people think of workplace violence, they associate it with acts or threats of physical assault. However, the problem is much broader. OSHA defines workplace violence as:

ANY ACT OR THREAT OF PHYSICAL VIOLENCE, HARASSMENT, INTIMIDATION OR OTHER THREATENING DISRUPTIVE BEHAVIOR THAT OCCURS AT THE WORK SITE.

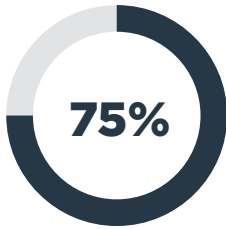
That includes:

- Degrading/offensive language and behavior
- Screaming and cursing in private or public
- Physical intimidation
- Abuse or misuse of power
- Intimidation
- Humiliation
- Isolation
- Backstabbing/manipulation
- Rumors/gossip

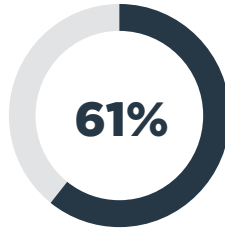
When such actions are not addressed, they can escalate to more serious and violent conduct. That's why it's more important than ever for organizations to develop programs to address toxic behaviors.

Bullying: A Pervasive Problem

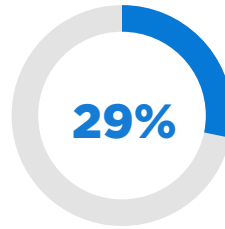
Though physical violence is rare, workplace bullying is a common experience for many employees.



Of employees have been affected in some way by workplace bullying.²



Of bullies are bosses.³



Of targets remain silent about their experience.⁴

Incidents of workplace bullying are significantly underreported — and, as a result, they can quickly get out of hand without you knowing. By taking an active approach to employee education on the subject, you can reduce toxic behaviors and ensure employees are comfortable reporting them.

Prevention and Intervention

The Right Training

The best opportunity to manage a problem is before it occurs. But with so many factors at play, it can be hard to know where to start.

Finding the right partner is a great first step. With HUB Human Resources Consulting, you get the benefit of professionals with vast experience who can create solutions tailored to any size company or industry.

In addition, our Professionalism in the Workplace training provides guidance and practical tools to help you develop a thriving environment through prevention and intervention programs and fostering a positive and inclusive culture.

² Forbes, <https://www.forbes.com/sites/christinecomaford/2016/08/27/the-enormous-toll-workplace-bullying-takes-on-your-bottom-line#56d-72f895e52>

³ 2017 U.S. Workplace Bullying Study, <https://www.workplacebullying.org/wbiresearch/wbi-2017-survey/>

⁴ Ibid.

Prevention and Intervention

Workplace Violence Prevention Programs

Protecting your organization and employees goes beyond training, however. You also need to develop and implement a violence prevention program that safeguards your company's interests, people and bottom line.

Our Risk Services advisors will help you develop a program that meets your unique needs and work environment.

STEP 1	MULTI-DISCIPLINARY INVOLVEMENT AND AWARENESS <ul style="list-style-type: none">• Establish a team, and engage top management and key stakeholders• Ensure different functions are committed to the outcome
STEP 2	PROGRAM PLANNING Conduct a needs assessment <ul style="list-style-type: none">• Assess organizational vulnerability• Evaluate current prevention and intervention strategies• Evaluate physical security Define program element <ul style="list-style-type: none">• Establish a WPV prevention policy• Designate a threat management team• Develop an incident management process• Define emergency and elevated concern protocols• Establish training and record-keeping requirements
STEP 3	PROGRAM IMPLEMENTATION <ul style="list-style-type: none">• Designate a team to design and implement the program• Establish incident management protocols• Share a new policy and train staff• Monitor and evaluate
STEP 4	THREAT RESPONSE AND INCIDENT MANAGEMENT Establish protocols for assessing and managing threats of violence <ul style="list-style-type: none">• Foster open communication and invite more reports by training your team and giving it the vocabulary to identify unhealthy behaviors and relationships• Learn to distinguish low-concern threats from high-concern ones

Make Sure Your Organization is Prepared

When it comes to workplace toxicity and violence, prevention is always the best approach. But even the most diligent and prepared employers face circumstances and events beyond their control.

That's why you need the right partner to ensure you're properly covered and that coverage gaps are addressed in case a crisis occurs.

Action You Can Take to Reduce Toxic Workplace Risks

Today's HR leaders are implementing strategies to address behavior that can expose their organizations and employees to serious — and even deadly — consequences.

ACTION	OFFER
IMPLEMENT TRAINING AND BEST PRACTICES	<ul style="list-style-type: none">• Workplace Violence Needs & Risk Assessment• Workplace Violence & Active Shooter Training• Professionalism in the Workplace Training
ACTION	OFFER
ENSURE YOUR ORGANIZATION AND PEOPLE ARE PROTECTED	<ul style="list-style-type: none">• Employment Practices Liability Coverage• Workplace Violence Coverage• Active Shooter Coverage

Make sure you have the right partner and the right protection.

When you're prepared for anything, you can protect your organization and its most valuable assets: your employees

Contact a HUB advisor today.

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