



Defuse Conflicts, Prevent Workplace Violence

Sometimes we may encounter members, patients or co-workers who are angry or upset. Learn to defuse conflicts — and the potential for workplace violence — by staying cool, calm and respectful. And remember to report all incidents to help maintain safety at work.



TIPS YOU CAN USE

If you find yourself in an uncomfortably tense workplace situation, remember to:

- » Use a calm voice and maintain eye contact
- » Empathize: *“I understand you are frustrated.”*
- » Leave a door open. Maintain a safe distance: *“Can we sit down and talk this over?”*
- » Be respectful. Ask instead of tell: *“Please, can you tell me what’s wrong?”*
- » Give options, not threats: *“Can we take a quick break while I get some information for you?”*

This month, ask your team:

- [✓] What situations or conflicts in your workplace could lead to heated disagreements and, potentially, violence?
- [✓] What changes can be made to reduce the risks of heated conflicts or violence?
- [✓] What are the steps for getting help in resolving tense situations in your department?

Share responses with your unit-based team co-leads and follow up by working with your team on strategies to reduce the potential for workplace violence.



SMARTIE GOAL: Have all members of your team complete the [2024 Prevention of Workplace Violence training](#) on KP Learn. And make this a [SMARTIE Goal](#) by taking steps to **Include** all work streams in training and **Ensure** everyone on your team can access KP Learn.

STAY SAFE: If you feel unsafe or witness a conflict that is escalating, leave the area and contact your manager or security. Follow the rules for your department or facility. For all emergencies, call 911.

