

# **Scimia Consulting Group, Inc.**

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*Sound Solutions for Workplace Conflict*

## **Virginia Tech Tragedy a Wake-up Call for Business, Too**

It's an ongoing challenge for businesses to identify and respond to workplace behaviors that can lead to violence. The burden often falls on human resource professionals. So often these issues seem to come out of left field. Employees with poor social skills, bizarre behavior, and repressed hostility are often left unchecked. We can't quite put our finger on the problem but we intuit that something is very wrong. It's hard to know how to proceed in a way that protects the individual's privacy but also honors our responsibility to the safety of others.

Training plays a vital role in recognizing warning signs and responding before an incident occurs.

### **Is Your Organization at Risk?**

- **Do you have a safety and security policy that's reviewed regularly?**
- **How do you investigate and follow-up on harassment complaints?**
- **Are there written procedures to handle violent employees? Customers?**
- **Are managers trained to spot and respond to risky behavior before it erupts?**
- **Do your employees manage interpersonal conflict well?**
- **Do employees feel comfortable reporting unusual or suspicious behavior?**
- **Is disrespectful behavior responded to quickly and effectively?**
- **Have you ever considered creating a crisis management team?**

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