

NVAA LEARNING ACTIVITY

CHAPTER 22.5: SPECIAL TOPICS, WORKPLACE VIOLENCE

INSTRUCTOR GUIDELINES

Key Concepts/Objectives to Emphasize in Instruction and Learning Activities:

1. Types of workplace violence (i.e., occupational risks and how the type of violence will dictate the proper response from victim assistance professionals). (22.5-3 to 22.5-4 and 22.5-13 to 22.5-15)
2. Impact of workplace violence on victims and institutions. (22.5-4 to 22.5-6 and 22.5-5 to 22.5-12)
3. Employer responses and legal duties, including threat management. (22.5-7 to 22.5-9)

Objectives:

1. Identify the different types of workplace violence and appropriate responses based upon these types.
2. Facilitate a discussion of the many federal, state, and local resources available to assist victims of bank robbery, i.e., OVC-sponsored brochure and videotape, victim compensation, etc.

Description of Activity and Faculty Guidelines:

The instructor divides students into groups of ten, and provides each group with one of three worksheets. One student in the group should read the case scenario out loud, and then facilitate a group discussion to respond to the questions (which differ for each scenario).

The instructor will display an overhead transparency with each of the three case scenarios, and facilitate “round robin” group reports to the full group for each scenario.

Can Be Utilized As:

_____ Individual Activity X Small Group Activity X Large Group Activity

Anticipated Amount of Time Required: 20 Minutes

- 03 minutes for group divisions.
- 07 minutes to read the case scenario and respond to questions.
- 10 minutes for reports back to the full group.

RESOURCES NEEDED *(Please check all that apply:)*

- Tear sheets and felt pens
 - VCR/monitor
 - Overhead projector and screen/LCD and laptop
 - Blank overhead transparencies and overhead pens
 - Masking tape
 - Index cards
 - Individual or group worksheets
 - Timer
 - Other (*please describe*): Overhead transparency for each case scenario
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OVERHEAD TRANSPARENCY

CASE SCENARIO # 1

You have conducted your banking business for over seven years at the Johnson Savings and loan, and consider many of its employees to be good friends—almost like family.

Yesterday, you saw news reports on television about a robbery at the Johnson Savings and Loan. Your favorite teller, Jorge, had been briefly taken hostage by the three armed robbers, but he was released without any physical injuries. The robbers made off with over \$200,000, and are still at large.

The next morning, you head down to the bank and are somewhat surprised to see it open. You are even more surprised to see Jorge behind his counter! In talking with Jorge and other employees, you learned that the Johnson Savings and Loan has taken a “business as usual” attitude, and even asked Jorge to work overtime after the robbery to “get things back in shape.”

OVERHEAD TRANSPARENCY

CASE SCENARIO # 2

Maria works for a real estate office, and has been the office manager for 12 years. She has often been late for work and arrives with bruises. The receptionist states that some days her husband calls her 25 times a day. He has shown up at the front desk, demanding to see her, and often waits by her car in the afternoon until she gets off of work. As other employees leave the office, he often says insulting things to them about Maria.

OVERHEAD TRANSPARENCY

CASE SCENARIO # 3:

Todd was seeking a promotion at his factory, but was passed over several times. He planted a car bomb in the Vice-president's Porsche, which was parked in the underground garage beneath the factory (which has 2,000 employees).

Todd phoned in his threat to blow up the building; security confirmed that there was an explosive device and evacuated the building. They eventually determined that the car bomb was not real.