



Safe Workplaces: When Being Nice Isn't Working

CALIFORNIA JPIA WORKSHOP DESCRIPTION

This workshop is designed to lay the critical foundation in providing a safe work environment. Factors that lead to violence, perpetrators of workplace violence (including external and internal contacts), acts of workplace violence, organizational factors that promote violence, and response protocols will be presented.

*The last hour of this workshop is presented in a format specifically designed for managers and supervisors. All general employees will be dismissed at that time.

THE FOLLOWING TOPICS WILL BE COVERED

- Defining workplace violence • Handling conflicts successfully
- Effective communication tools • Anger management
- The difficult "guest" • Practical aspects of intervention
- The supervisor's responsibility • Defending against violence -- personal protection

WHO SHOULD ATTEND

All employees

PRESENTED BY

Steven Albrecht, Dr. Steve Albrecht, PHR, CPP

Steven Albrecht is the managing partner for Dr. Steve Albrecht, PHR, CPP, a San Diego-based training, coaching, and management consulting firm. He is internationally known for his work in high-risk employee behavioral issues, workplace security concerns, and the prevention of occupational violence. Dr. Albrecht holds a bachelor's degree in English from the University of San Diego, a master's degree in Security Management from Webster University, and a doctoral degree in Business Administration (D.B.A.) from California Coast University. He has been a trainer for over 17 years and is certified as a Professional in Human Resources (PHR) by the Society for Human Resource Management; a Certified Protection Professional (CPP); and a Board Certified Expert in Traumatic Stress (BCETS). He is board-certified as a Certified Hypnotherapist and has received over 48 hours training in Critical Incident Stress Debriefing (CISD).

Please register for one of the following:

Monday, March 22, 2010 | 8:00 AM - 12:00 PM
Location: Fountain Valley - City Hall | 10200 Slater Avenue

Monday, March 22, 2010 | 1:00 PM - 5:00 PM
Location: Fountain Valley - City Hall | 10200 Slater Avenue