

UC Workplace Violence Prevention Training Transcript

Slide 1 Welcome

Welcome to the University of California's online Workplace Violence Prevention training.

The University of California is committed to keeping everyone safe and ensuring compliance with California regulations.

This training was developed in accordance with the training requirements established by California Labor Code 6401.9. Its goal is to help members of the UC community understand and report workplace violence, and to be able to recognize and respond to escalating behavior.

Slide 2 Autoplay

This training's instruction is primarily delivered through audio narration, with in-slide text serving to highlight key points.

In consideration of users who may be using assistive technologies, by default, each slide's audio will require you to manually play it, by clicking one of the two available play buttons or by using the keyboard shortcut Control+Alt+P.

If you'd like the slide audio to automatically play as soon as you navigate to a slide, you may enable this by selecting the Autoplay button seen on your screen, which is available in all slides.

If at any point you'd like to return to the default manual play setting, just toggle the Autoplay button back to being unselected.

Visit the Accessibility Information slide for guidance on accessibility-specific features.

Visit the Training Information slide for guidance on general course features.

Or, click the Get Started button to jump past the information slides and dive directly into the training material.

Slide 3 Accessibility Information

This slide can easily be revisited from anywhere in the training by clicking the Accessibility Information button or by using the keyboard shortcut Control+Alt+A.

Though, please note, as with all keyboard shortcuts in this training, on some Macs, the Command key may take the place of the Control key, and the Option key may take the place of the Alt key.

When revisiting this slide, you may use the Return button to jump back to the slide you were previously on.

If you have any difficulty engaging with or completing this training and would like to request reasonable accommodations, start by reaching out to your location's UC Learning Center administrator, whose email address can be found through the UC Learning Center Contacts web page, linked here.

Please note that slide text will not be readable before a slide is played.

Certain screen readers, such as NVDA, may produce two minor errors when engaging with pop-ups within slides, including the pop-ups used to facilitate the manual play setting.

When opening or closing a pop-up, the screen reader may automatically announce a random element before announcing the element that received screen reader focus. If you suspect this has occurred, a "read current line" command will accurately convey where focus is.

When closing a pop-up, screen reader focus may jump to an unexpected spot within the slide's reading order. If you suspect this has occurred, a "jump to previous heading" command should bring focus back to a known spot within the slide, like the slide title.

If your screen reader is unable to read course content through Firefox, try using Chrome, Edge or a different internet browser.

At the end of each slide is a button labeled Back to Top that will only appear visually when it receives focus. Clicking this button will return focus back to the top of the slide's reading order.

Screen reader users can use a "jump to next landmark or region" command to reach the Previous and Next buttons faster. Both buttons are in the slide navigation landmark region. All users can use the keyboard shortcuts detailed in the Training Information slide to navigate backward and forward through the training more easily.

The Settings menu, available toward the end of the player controls, between the playback speed button and navigation buttons, contains three accessibility-related toggles.

The first, Zoom to fit, will be toggled off by default. Toggling it on allows you to magnify the training's contents.

The next, Accessible text, will be toggled on by default. When toggled on, you can use browser extensions and custom style rules to change text properties such as font and font size, as well as line and paragraph spacing. Accessible text must also be toggled on for you to use high contrast modes and certain other assistive technologies.

The final toggle, Keyboard shortcuts, will be toggled on by default. Toggling it off will disable the keyboard shortcuts described in the Training Information slide and elsewhere throughout the training.

Slide 4 Training Information

This slide can easily be revisited from anywhere in the training by clicking the Training Information button or by using the keyboard shortcut Control+Alt+I.

When revisiting this slide, you may use the Return button to jump back to the slide you were previously on.

Use the Next and Previous buttons to navigate forward and backward through the training's linear path.

You may use the Slide Menu to jump directly to any slide you have already visited.

The Resources Menu collects all the resources that are linked to within the training.

Included in that menu, and available in this slide, is a link to a PDF containing a transcript of each slide's audio.

All links in the training will open in a new browser window or tab.

Take note of the keyboard shortcuts detailed here, and shared within other applicable slides, as they may help you interact with the training more easily.

Though, please note, as with all keyboard shortcuts in this training, on some Macs, the Command key may take the place of the Control key, and the Option key may take the place of the Alt key.

For interactive slides, including the comprehension check and attestation slides at the end of the training, follow the instructions provided within each slide.

Use the player controls, located below the slide area, to move forward or backward through slide audio, replay a slide, slide layer or pop-up from its beginning, control the training's volume, toggle captions off or on, control the training's playback speed or access the accessibility settings described in the Accessibility Information slide.

The appearance and location of these player controls may vary on mobile devices.

Slide 5 Sensitive Content Notification

This training covers content and examples related to workplace violence. If you feel uncomfortable, unable or unwilling to complete the training online due to the nature of the content, please contact your location's Workplace Violence Prevention program administrator for an alternative training accommodation.

Contact information may be found on the Systemwide Workplace Violence Prevention web page, which is linked here and elsewhere throughout this training.

Slide 6 Training Objectives

By the end of this training, you should be able to:

- Define workplace violence under California state law
- Be familiar with the elements of the Workplace Violence Prevention program at your location
- Report incidents of workplace violence through appropriate channels
- And, access resources and services at your location for additional assistance and training

Slide 7 Section 1: Definitions

In the first section of this training, we'll define key terms and explore foundational concepts.

By the end of this section, you will be able to:

- Define workplace violence
- Recognize the prevalence of workplace violence
- And, identify four types of workplace violence

Slide 8 Workplace Violence as Defined by California Labor Code 6401.9

The state of California has established Labor Code 6401.9 to address the prevalence of violence in the workplace.

This Code applies to all employers and employees, as well as to all places of employment that have a minimum of 10 employees and are accessible to the public.

According to the Code, workplace violence is defined as any act of violence or threat of violence directed at an employee that occurs in a place of employment. It includes the threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma or stress, regardless of whether the employee sustains an injury. It also includes any incident involving a threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

Threats, whether verbal or in some form of writing, like text messages, emails, social media posts or other online posts, do not have to be made in the workplace, under this definition. Rather, a threat would constitute workplace violence if the threatened violence could reasonably be construed to be carried out in the workplace.

Slide 9 Prevalence of Workplace Violence

Unfortunately, incidents of workplace violence are all too common.

According to the 2019 US Bureau of Justice Statistics, an average of 1.3 million nonfatal violent crimes occur in the workplace annually.

Other notable statistics from this report include:

Physical assault, including hitting, kicking or beating, accounted for roughly 83% of nonfatal workplace violence injuries that were treated in emergency rooms or departments.

15% of victims of nonfatal workplace violence incidents reported severe emotional distress due to the crime.

5.1 out of every 10,000 female workers suffered nonfatal injuries that resulted in days away from work, due to workplace violence.

Strangers perpetrated 47% of nonfatal workplace violence incidents.

Slide 10 Types of Workplace Violence

The California labor code describes four types of workplace violence, that primarily vary based on two factors. First, how employees are involved. And second, what the relationship is between the perpetrator and the employee.

Click the button for each type to explore that type in more detail. Once you've explored all four types, you may use the Next button to continue forward in the training.

Slide 10.1 Type 1

Type 1 is workplace violence that is committed by a person who has no legitimate business at the workplace and enters the workplace to commit a violent act or enters the workplace and approaches workers with the intent to commit a crime.

An example of Type 1 workplace violence is: someone with a weapon enters a university café and demands that an employee hand over money from the cash register.

In the context of Type 1 workplace violence, the phrase “no legitimate business at the workplace” can mean:

- The workplace has controlled access and is not open to the public
- The workplace is public, but the individual has been banned from entering
- Or, the workplace is public, but the individual enters with the specific intent to commit a crime

Slide 10.2 Type 2

Type 2 is workplace violence that is directed at employees by: customers, clients, patients, students, inmates or visitors.

An example of Type 2 workplace violence is: a visitor, who is angry about a parking ticket they've received while parked in a university lot, storms into the location's parking office and threatens employees.

Slide 10.3 Type 3

Type 3 is workplace violence committed by a present or former employee, supervisor or manager.

An example of Type 3 workplace violence is: a former employee, who was terminated for poor performance, posts threatening messages on social media, saying they're going to “get even” with their former supervisor.

Slide 10.4 Type 4

Type 4 is workplace violence committed in the workplace by a person who is not an employee but has, or is known to have had, a personal relationship with an employee.

An example of Type 4 workplace violence is: the ex-spouse of a current employee, who is angry about a custody dispute, shows up at the workplace and begins screaming at the employee.

Slide 11 Section 2: Prevention

In the second section of this training, we'll explore some of the programs the university has put in place to prevent and manage workplace violence, as well as strategies you can employ for recognizing and de-escalating potential incidents of workplace violence before they occur.

By the end of this section, you will be able to:

- Be familiar with the Workplace Violence Prevention program at your location
- Identify the key elements of your location's Workplace Violence Prevention Plan

Slide 12 Systemwide UC Training

This course is being provided systemwide, to all University of California locations. It fulfills the legal requirement to provide training on your organization's Workplace Violence Prevention Plan. It also serves to equip UC employees to contribute to a culture of safety across the university.

In addition to this training, your location may have additional resources available that provide strategies for de-escalation and personal safety, as part of their location-specific programs.

Slide 13 Location-specific Programs

Each location within the University of California has a program in place to address workplace violence. Key elements of these programs include a written site-specific plan, hazard assessments, trainings, such as this one, recordkeeping and formal reporting systems.

These programs have been designed to keep you, as a University of California employee, safe.

Slide 14 Workplace Violence Prevention Plan

Your location's Workplace Violence Prevention Plan describes how the Workplace Violence Prevention program is implemented at your location, and it includes the following sections:

- The role of the program administrator
- Incident reporting procedures
- Hazard assessment
- Correction of hazards
- Documentation
- And, annual review

The Workplace Violence Prevention Plan is in effect at all times, in all work areas.

UC employees, such as yourself, are welcome to provide input on the Plan to your location's program administrator. Such feedback will be considered as part of the Plan's annual review process.

On the Systemwide Workplace Violence Prevention web page, you'll find contact information for your location's program administrator and a link to where your location provides their Workplace Violence Prevention Plan, among other location-specific links and resources.

Slide 15 Workplace Hazards and Corrective Measures

With any job, there are particular hazards that may increase the likelihood of violent incidents occurring in the workplace. These may include inadequate lighting, isolated work areas, inaccessible escape routes and the presence of objects that could be used as weapons.

Additionally, sensitive areas, such as locations with cash transactions, controlled substances and/or lab materials, may also be considered hazards that increase risk.

Your location's Workplace Violence Prevention Plan contains provisions for reporting, assessing and correcting these hazards.

Measures to correct hazards may include:

- Installing better lighting
- Managing access to the workplace via badging systems
- Establishing clear evacuation routes
- And creating barriers between employees and the public

Slide 16 Interpersonal Interactions: Warning Signs and De-escalation Strategies

In addition to being able to identify physical and environmental hazards in the workplace, it's also valuable to be able to recognize warning signs of potential violent behavior in interpersonal interactions and to know de-escalation strategies to employ in those situations.

We'll explore these over the next few slides through three scenarios. With each scenario, you'll have a situation described to you and then select from three potential responses.

Whether you're deciding what to do in these scenarios or deliberating over a real-world incident, keep in mind that your personal comfort level and sense of security are the most important factors in determining your response.

Slide 17 Scenario 1

Alright, first scenario.

You approach a colleague in your location's Facilities unit whose assistance you need in placing temporary signage in certain buildings. However, something is clearly bothering them; they have an unhappy expression and seem to be shaking their head "no" while reading something from their phone. Before you can even say "Hi" and ask how they're doing, your colleague says to you with a scornful tone, "Can you believe this new director we've got?! They come in here with all these new procedures that are a total waste of time, as if we don't know what we're doing and they're so much smarter than the rest of us! Why?! It makes no sense." The colleague then kicks over a small garbage bin but immediately sets it back upright and returns to the bin the few contents that'd spilled out.

How do you respond? Select the most appropriate choice within the slide.

Once you've answered correctly, you may use the Next button to continue forward in the training.

Answer choices and feedback

Choice 1 (Incorrect)

[Not included in audio] "Hey, you better calm down. I don't want to have to tell your supervisor about this."

Choice 1 Feedback

Try again

It may not have been intended this way, but this statement could be perceived as a threat or ultimatum. Those can sometimes escalate a situation and trigger a more aggressive response than might have occurred otherwise, especially if the other party doesn't consider their behavior that serious; they may think you are the one being confrontational. So, think twice before warning someone during a conflict that you'll

contact a higher authority like their supervisor, security or the police. There may be better ways to de-escalate the situation.

Is there a different response you could try here?

Choice 2 (Try again)

[Not included in audio] This sort of interpersonal conflict makes you really uncomfortable, so you respond, "Yeah, okay... I need your help with a project."

Choice 2 Feedback

This is absolutely an acceptable response.

In any situation where there's a potential for workplace violence, your personal comfort level and sense of security are the most important factors in determining your response.

However, since this is just a learning scenario, how about exploring what other responses might be effective in a situation like this?

Choice 3 (Correct)

[Not included in audio] "That sounds rough. I was going to ask for your help with this project I've got, but want to take a break and go grab a coffee instead? If you want to vent or want to explore things from another perspective, I'm here for you."

Choice 3 Feedback

Good choice

There could be an opportunity here for you to help de-escalate, because while your colleague appears frustrated and maybe a little confused, they also seem to be exhibiting some active restraint.

Often in these situations, someone validating the individual's experience, asking clarifying questions, listening earnestly and making a sincere effort to assist can help a person regain their composure and recognize that their behavior is inappropriate and needs to be corrected.

If, in the real world, a situation like this makes you feel uncomfortable or concerned about your own safety, you should absolutely not feel obligated to intervene; your personal comfort level and sense of security are the most important factors in determining your response, and if you think it's best for you to not get involved, the university supports you in that decision.

What you would want to avoid here, and in other situations as well, is to escalate things by making threats or ultimatums, such as saying, "stop or I'll tell your supervisor" or in more extreme situations, "stop or I'll call the police." That might provoke the individual and cause them to become more combative than they might be otherwise.

Slide 18 Scenario 2

Second scenario, and for this one, let's pretend that you work within your location's purchasing and payments office.

A colleague has been trying to establish a contract with an outside service provider, but they haven't properly completed all the paperwork that's required to initiate the university's various vendor review processes. Part of the problem, as you understand it, is that the situation is a little unique and doesn't fit neatly within the templated process your office uses for gathering vendor information and conducting reviews, but you also suspect the colleague has been ignoring provided instructions, as they've failed to successfully complete even the parts of the process that do align well with the situation.

"This is all your fault!" the colleague says in a raised voice, after they've failed again to complete the paperwork properly, despite you already meeting with them to help twice before and exchanging numerous emails. "Why do we have to go through this ridiculous process? I'm beginning to think you just want to sabotage this!" they say, shoving their notepad away in frustration.

How do you respond? Select the most appropriate choice within the slide.

Once you've answered correctly, you may use the Next button to continue forward in the training.

Answer choices and feedback

Choice 1 (Incorrect)

[Not included in audio] "Look, it's not my fault — the process is the process — and if you keep yelling at me, I'm not going to help you at all."

Choice 1 Feedback

Try again

As tempting as it might be to respond in this way, you should recognize that it's very unlikely to make the situation better and, if anything, is more likely to make things worse.

Deflecting blame to an outside factor or entity — in this case the process — may lessen someone's anger at you, but on its own, it doesn't acknowledge the person's experience, which could leave them feeling unheard and possibly more upset, nor does it validate their feelings in a way that may help de-escalate the situation, so ultimately, this approach is not going to get the two of you any closer to resolution.

And while your intent with the second part of the response may be to establish a boundary of what is and isn't acceptable behavior, it might shift focus from resolution to punishment and comes with risk of being perceived as an ultimatum or threat to withhold services, which could escalate the situation further.

How about trying a different response?

Choice 2 (Incorrect)

[Not included in audio] "My fault?! Maybe if you actually read the instructions, you wouldn't keep making mistakes! You need to cool down. Let's leave it there for today."

Choice 2 Feedback

Try again

Even if you know that the other person is at fault, or bears some responsibility for the difficulty they're experiencing, it's incredibly valuable to recognize that pointing this out is unlikely to get the situation any closer to resolution and is in fact much more likely to escalate things further.

In a situation like this, where things are getting heated and blame is being assigned or accusations are being made, it can be a good idea to create some separation, to give the parties time to cool down on their own, but that can be handled better than it was with this response.

Your colleague's workplace concerns might be legitimate; after all, haven't you gotten frustrated before with red tape and complex processes, especially when they fail to account for unique circumstances and get in the way of you achieving organizational goals? You could've used this as an opportunity to recognize and validate that, which might help de-escalate the situation, but instead, you've expressed negative assumptions about the colleague — that they didn't read the instructions and need to cool down — and you blamed them for things going poorly, both of which could be perceived as insulting and escalate the situation further.

Is there a better way you can pursue this approach of creating separation that will be perceived neutrally, or maybe even positively, instead of being perceived negatively?

Choice 3 (Correct)

[Not included in audio] "I'm sorry you feel that way and want to assure you that's not the case. I know how frustrating these processes can be, especially when they involve unique circumstances like yours. How about we leave it there today and reconvene with my supervisor tomorrow? They're much better equipped to help us navigate the issues we've been encountering and should be able to get us across the finish line."

Choice 3 Feedback

Well done.

There are a few distinct advantages to this response.

Unlike the approach of just blaming the process, this response acknowledges the source of your colleague's frustrations and validates their emotions.

That can be a valuable de-escalation technique on its own, but it can sometimes come off as hollow if you leave things there. Thankfully, this response goes a step further and not only validates but also offers a path forward to resolution, so your colleague will feel heard and supported.

This approach also creates a cooling off period, where the parties can separate and take some time on their own to regain their composure, which can be an especially valuable technique when accusations and blame start to fly, but this way of doing it is much less likely to escalate the situation.

The other response that creates separation does that by strongly implying your colleague needs to cool down, which could be perceived as accusatory and insulting. Here, instead, the separation will seem like a natural part of taking the next step to help try to solve their problem.

Involving your supervisor will also hopefully further validate your colleague's feelings, by symbolizing how seriously you take their concerns, while providing you with additional support, should you need it. Similarly, in other situations, it may be appropriate to involve your supervisor or a member of human resources to help de-escalate.

You won't always be able to create separation in such a positively-perceived way, but you should be able to avoid a negative perception by acknowledging the difficulty the other person is experiencing and providing a rationale unrelated to them: for example, "I'm sorry we weren't able to finalize this right now; I know it's important, but I have another obligation on my calendar. Can we regroup later today or tomorrow and continue working on this?"

Slide 19 Scenario 3

Alright, final scenario for your consideration:

You're walking through a campus building and hear shouting and loud noises coming from down a hallway, in the direction of the building's main entrance.

"You can't treat me this way!" the person yells. "I won't let you! Something's got to change. Mark my words, I'll make you pay!"

You turn a corner in time to see the person kick a chair across the building's entrance area. Their fists are clenched, and their body posture seems aggressive. You don't see who the person is yelling at, as there's no one else present, but other furniture appears to have been shoved around, possibly accounting for the noises you heard earlier.

How do you respond? Select the most appropriate choice within the slide.

Once you've answered correctly, you may use the Next button to continue forward in the training.

Answer choices and feedback

Choice 1 (Try again)

[Not included in audio] Ignore the person and attempt to walk past them without acknowledging their presence.

Choice 1 Feedback

Try again

While every situation is unique, with warning signs this severe — like language that suggests violence and unrestrained hostility toward objects and property — it would be generally recommended that you not approach the individual, even if your intent is to ignore and proceed past them, as it could result in escalation.

Is there an even better response available?

Choice 2 (Correct)

[Not included in audio] Back away from the individual until you're out of sight, then seek another route to where you're headed, one that steers well clear of this situation. Once you're safe, consider contacting security or law enforcement to report the situation.

Choice 2 Feedback

Good call.

In certain situations, when someone is exhibiting enough anger and/or hostility, the best course of action is to immediately disengage and exit the area. Do not approach or confront the individual; do not argue or even seek to offer solutions or support, as you may unintentionally provoke them and cause the situation to escalate further.

The individual in this scenario is exhibiting warning signs you should be aware of in these situations, especially if multiple signs are exhibited together; those include:

- Punching, kicking, shoving or throwing objects, and potentially causing property damage
- Visible change in disposition or body posture that may signal an intent for physical confrontation, like pointing fingers, clenched fists or a fighting stance
- Shouting or screaming
- Language that suggests potential violence, like, "things will get ugly," "I'll make you pay," and other threats

Because of the threatening language exhibited here, and the risk of imminent violence it could represent to the individual at whom it was directed, calling security or law enforcement could also be considered an appropriate response.

In general, if an individual makes you concerned for your safety, stay alert and be ready to take other measures, if needed.

And remember, your personal comfort level and sense of security are the most important factors in determining your response.

In the remaining portion of this training, we'll explore other steps you can take to respond to these situations, including reporting options and contacting law enforcement, if appropriate.

Choice 3 (Incorrect)

[Not included in audio] Approach the individual and say, "Hey, what's wrong? Tell me about it. I'm happy to listen, and I might be able to help."

Choice 3 Feedback

Try again.

In many situations, listening to someone's concerns and making a sincere attempt to help address them will go a long way toward de-escalating things away from violence.

However, in this scenario, the individual is displaying warning signs of potentially aggressive behavior — yelling, making threats, damaging property — such that, at the very least, it would be best to maintain distance and not approach them, and probably prudent to not engage or make attempts to de-escalate at all.

A person may be so angry that any intervention might be perceived negatively and inadvertently make things worse.

How about trying a different response?

Slide 20 Section 3: Reporting

In the third and final section of this training, we'll survey the options available for reporting incidents of workplace violence.

By the end of this section, you will be able to:

- Determine if an incident should be reported as workplace violence
- Understand how to report a workplace violence incident

Slide 21 Types of Incidents to Report

The next slide introduces a portal through which you may report any suspected incidents of workplace violence you are subjected to, witness or learn about. This includes incidents that result in, or risk resulting in, physical harm, such as:

- Hitting, punching, pushing, kicking, spitting, shoving, throwing items, grabbing or unwanted sexual contact, and all other attempts at physical harm
- Throwing items on the ground, against the wall or against the window for the purpose of intimidation
- The use or threat of using of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury

In addition, you may report any intent to harm that you encounter, which includes:

- Verbal or written threats, including those conveyed in person or via phone, text, email, social media or other online posts
- Physical posturing, such as clenched fists or a fighting stance, that is reasonably perceived to convey an intent to cause physical harm or to place someone in fear of physical harm, and that serves no legitimate purpose

And, note: some incidents that may be reported as workplace violence must be reported under other reporting procedures that may apply to you, depending on your role. We'll explore this more later in the training.

Slide 22 Incident Reporting Portal

The Incident Reporting Portal is a systemwide tool for reporting incidents of workplace violence. This tool helps the university aggregate and analyze data from across the university, including for the critical purpose of identifying and mitigating workplace hazards.

If multiple people witness or are involved in the same incident, they may all submit their own report via the Incident Reporting Portal. Having multiple perspectives on the same incident can be useful for subsequent investigations.

Each UC location has its own link for accessing the Portal, so employees can more easily sign in using their single sign-on credentials. Use the Systemwide Workplace Violence Prevention web page to find where your location hosts their link for accessing the Portal, along with other location-specific information and resources.

If you have any questions or need assistance with submitting a report via the Incident Reporting Portal, please contact your location's Workplace Violence Prevention program administrator, whose contact information can be found on the systemwide web page.

Please note that reporting workplace violence through the portal does not exempt you from other reporting obligations you may have as a Responsible Employee under the UC Policy on Sexual Violence and Sexual Harassment or the UC Anti-Discrimination Policy, as a manager under the Abusive Conduct Policy, as a Campus Security Authority, or CSA, in relation to Clery crimes or as required by CalOSHA when injury occurs.

Slide 23 Contacting Law Enforcement

In a situation where there is risk of imminent violence to you or others, you should immediately call 9-1-1.

Even if law enforcement was not contacted to respond to an incident, you may still file a police report by contacting the police department's non-emergency phone number.

However, please note, contacting law enforcement does not constitute reporting workplace violence. Incidents of workplace violence for which law enforcement was contacted may still be reported to the Incident Reporting Portal.

Slide 24 Details to Report

When reporting an incident of workplace violence, it is most helpful to the university if you are able to provide all of the following information:

- The date, time and location of the incident
- A description of the incident, including your direct observations and the circumstances or context
- Descriptions of the persons involved
- Descriptions of any weapons or objects used as weapons that were involved

- Any information you have as to whether security or law enforcement were contacted
- Any information you have as to actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident
- Your name and job title
- And, the date on which you're making the report

Each UC location maintains a record of documented information from reported incidents of workplace violence, commonly referred to as the violent incident log. You may request the log by contacting your location's workplace violence program administrator.

Slide 25 Protection from Retaliation

The University of California allows any employee to report any act of workplace violence without fear of retaliation. No employee may be discharged or disciplined for reporting suspected acts of workplace violence. Employees who believe they have been retaliated against for making a report may contact the UC Whistleblower Hotline.

Anyone may report issues of concern through the UC Whistleblower Hotline. Incidents may be reported by phone at 800-403-4744, or online at, www.universityofcalifornia.edu/hotline.

You may identify yourself when making a whistleblower report, which may assist the university in its follow up, or you can make whistleblower reports anonymously; though, please note, reporting anonymously does limit the university's ability to follow up on alleged incidents and address them through future preventative measures.

Slide 26 Additional Reporting and Support Resources

The Workplace Violence Prevention Plan and reporting procedures are just one of the ways the university has taken formal steps to mitigate and address inappropriate conduct within the university community.

Depending on your role, you may have other reporting and training obligations related to ensuring the safety of all students, faculty, staff and other UC community members, such as being a Responsible Employee under the UC Policy on Sexual Violence and Sexual Harassment or the UC Anti-Discrimination Policy; as a manager under the Abusive Conduct Policy; as a Campus Security Authority, or CSA, in relation to Clery crimes; or as required by CalOSHA when injury occurs.

Additionally, keep in mind that some incidents that may be reported as workplace violence must be reported under these other policies and reporting procedures.

But don't worry, if you do have any of those reporting obligations, you will be notified accordingly through the UC Learning Center and other procedures at your location — you will not have to figure out on your own which of these other categories relate to your position and duties.

It's valuable to be familiar with those other policies and prevention, reporting and resolution processes. To that end, we've collected on the Systemwide Workplace Violence Prevention web page a variety of resources related to those processes, along with all the other resources linked to throughout this training. We encourage you to explore those resources and bookmark the page.

Contact your supervisor if you have any questions about these categories and their requirements.

Slide 27 Comprehension Check 1

Before we conclude, let's check your understanding of a few key takeaways from this training.

First, which of the following actions constitute incidents of workplace violence that should be reported?

Select all that apply, then click the Submit button or press Ctrl+Alt+S.

You have unlimited attempts to answer correctly and will need to do so to unlock the Next button and move on.

Answer choices [not in audio]

- Threats to commit violence in the workplace, made verbally or in writing (correct)
- Being denied a promotion or salary increase (incorrect)
- Violent physical acts in the workplace (correct)
- Use of a weapon for the purpose of harming another person in the workplace (correct)

Correct feedback

Correct.

An incident constitutes workplace violence if it involves:

- Violent physical acts in the workplace
- Use of a weapon for the purpose of harming another person in the workplace
- Or, threats to commit violence in the workplace, regardless of whether the threat is made verbally, such as in-person or over the phone, or made in writing, such as through email, text messages, social media posts or other online posts

Incidents like these may be reported, along with all other instances of potential workplace violence.

Incorrect feedback

This combination of responses is incorrect.

Review the Workplace Violence As Defined by California Labor Code 6401.9 slide for information related to this question.

Invalid response

Please make a selection. You must answer this question correctly to unlock the Next button and continue forward in the training.

Slide 28 Comprehension Check 2

Which of the following are elements of each UC location's Workplace Violence Prevention Plan?

Select all that apply, then click the Submit button or press Ctrl+Alt+S.

You have unlimited attempts to answer correctly and will need to do so to unlock the Next button and move on.

Answer choices [not in audio]

- Hazard assessment and correction (correct)
- Incident reporting procedures (correct)
- Locations of all restrooms (incorrect)
- Public transit routes (incorrect)

Correct feedback

Correct.

Each location's Workplace Violence Prevention Plan includes sections on assessing and correcting hazards, incident reporting procedures, the role of the program administrator, documentation and the Plan's annual review process.

Incorrect feedback

This combination of responses is incorrect.

Review the Workplace Violence Prevention Plan slide for information related to this question.

Slide 29 Key Takeaways & Attestation

As a final step in completing this training, review the following key takeaways, then submit the attestation within this slide.

- UC prohibits retaliation against employees who report incidents of workplace violence
- UC employees may access their location's Workplace Violence Prevention Plan at any time
- UC employees are invited to participate in the annual review and development of their location's Plan
- UC employees may request their location's violent incident log
- The Systemwide Workplace Violence Prevention web page hosts contact information for each location's Workplace Violence Prevention program administrator, as well as links to where each location provides:
 - The location's link for accessing the Incident Reporting Portal
 - Location-specific information and resources
 - And, a link to the location's Workplace Violence Prevention Plan

Try again

You must check and submit the attestation within this slide in order to complete the training.

Please try again.

Completed

You completed the attestation and have satisfied your workplace violence prevention training requirement.

You may exit at any time by closing the training's browser window or by using the Exit button, available here and in the next slide.

And remember:

- UC prohibits retaliation against employees who report incidents of workplace violence
- UC employees may access their location's Workplace Violence Prevention Plan at any time

- UC employees are invited to participate in the annual review and development of their location's Plan
- The Systemwide Workplace Violence Prevention web page hosts contact information for each location's Workplace Violence Prevention program administrator, as well as links to where each location provides:
 - The location's link for accessing the Incident Reporting Portal
 - Location-specific information and resources
 - And, a link to the location's Workplace Violence Prevention Plan

Slide 30 Conclusion

The University of California is committed to keeping members of our community safe and encourages you to help contribute to this environment of safety:

Read your location's Workplace Violence Prevention Plan and provide input in its annual review process

Take advantage of the support, additional resources and training opportunities available at your location

Review the scenarios within this training that demonstrate warning signs and de-escalation strategies for interpersonal interactions

Review the reporting options highlighted in this training

And strive to keep in mind that reporting through the Incident Reporting Portal helps UC identify and mitigate workplace hazards

Thank you for participating in this training and doing your part to help prevent workplace violence. Click the Exit button or close this browser window to exit the course.