


# Preventing and Managing Violence in the Workplace


Workplace violence is a significant safety and health concern that is often overlooked. It is crucial to recognize the warning signs that precede violent incidents and take appropriate action. This course aims to raise awareness among participants about potentially aggressive or violent situations in the workplace. It will cover methods for verbally mediating or diffusing aggressive behaviors. Additionally, participants will learn about workplace violence prevention policies and explore various preventative options.

The course will also discuss active threat scenarios and provide awareness of mitigating actions and potential lifesaving techniques. Recovery options for continuing business operations will also be addressed.

 **June 15, 2023**

 **8:30 AM – 4:00 PM**

 **\$495/person. \$425 before May 25**  
Meals and course materials included

 **MRC – 7200A Windsor Drive**  
Allentown, PA 18106

 **Register:**  
[mrcpa.org/events](http://mrcpa.org/events)

\*Fees and times subject to change. Visit [mrcpa.org/events](http://mrcpa.org/events) for current details.

## Course Highlights

- Initial risk assessment methods
- Workplace violence prevention policies
- Warning signs, cues, and indicators
- Elements of verbal de-escalation
- Substance abuse and de-escalation
- Medical conditions and de-escalation
- Mental health challenges
- Demonstration of de-escalation techniques
- Human beings and stress concerns
- Profile and characteristics of an active shooter
- Active shooter response options
- *...and more*

Visit [mrcpa.org/events](http://mrcpa.org/events) for full course details.

## Who Should Attend:

This course is recommended for Leadership, HR professionals, Safety professionals, Supervisors, Team Leaders, First Responders, and anyone involved in responding to incidents of workplace violence.

### Instructor | Ben lobst | Adjunct Instructor and Law Enforcement Professional

Ben grew up in the Poconos in Pennsylvania and joined the US Army shortly after 9/11. In the Army Ben served on active duty as an Infantryman during multiple tours in the Iraq War. Upon returning home, Ben became an Allentown Police Officer, serving in multiple jobs, including Patrolman, Detective, Hostage Negotiator, a Specialty Team Commander and Patrol Supervisor. Ben is passionate about helping first responders and veterans, as he is a peer support volunteer in both Eastern PA Critical Incident Stress Management Team and Lehigh Valley Law Enforcement Peer Wellness Group. Ben holds a Master of Science from University of Cincinnati, a Bachelor of Arts from DeSales University, and is working on his Ph.D. from Liberty University.

More information available at [mrcpa.org/events](http://mrcpa.org/events) or contact Nicole Pierce at (484) 655-4873 or [nicole.pierce@mrcpa.org](mailto:nicole.pierce@mrcpa.org).

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