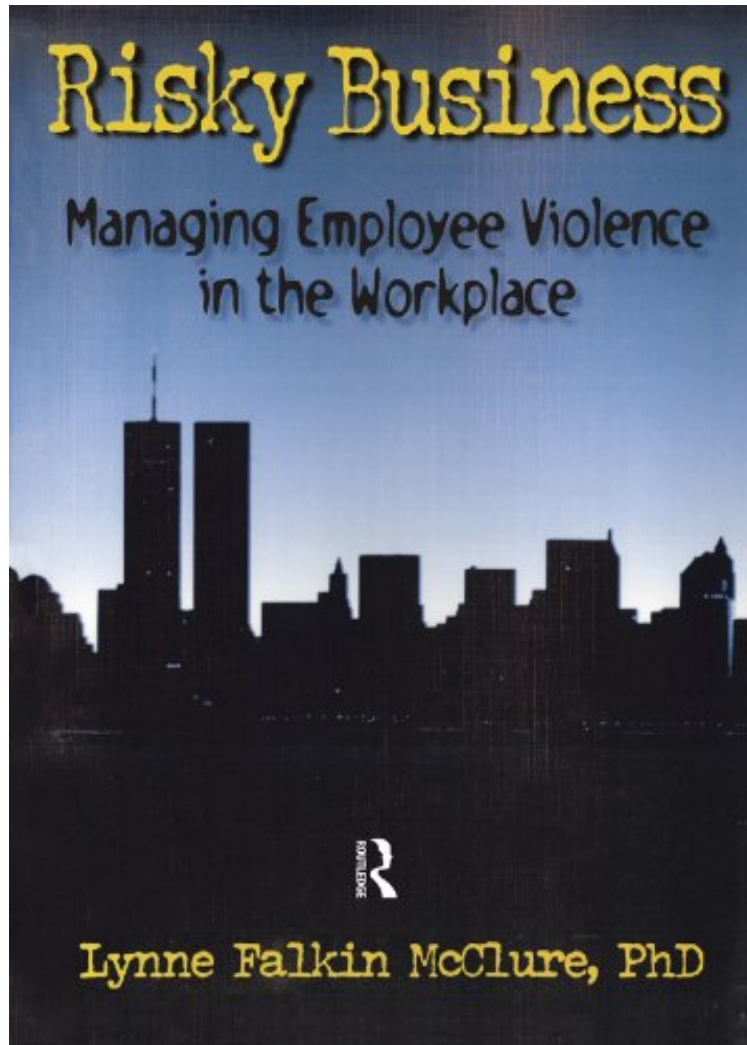


(Mobile pdf) Risky Business: Managing Employee Violence in the Workplace (Haworth Marketing Resources)

Risky Business: Managing Employee Violence in the Workplace (Haworth Marketing Resources)

William Winston, Lynne F McClure
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William Winston, Lynne F McClure : Risky Business: Managing Employee Violence in the Workplace (Haworth Marketing Resources) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Risky Business: Managing Employee Violence in the Workplace (Haworth Marketing Resources):

0 of 0 people found the following review helpful. Eye Opening Book on Workplace Violence Prevention By Jeffrey Keith Heitman This is an easy to read book, which opened my eyes to the types of personnel who may pose dangerous behaviors at work. The book spells out the behaviors and actions that may be exhibited by employees, which may signal a tendency toward violent or dangerous actions. The book also give guidelines to supervisors as to how to

handle these employees and any situation that may arise. 0 of 0 people found the following review helpful. Four Stars
By Lisa Wilson
Had to read it for a class but will keep it as a "go-to" when dealing with difficult employees. 3 of 5 people found the following review helpful. A must have book for anyone in business!
By GFBD
Dr. McClure has written a brief, yet profoundly practical and helpful, book that covers violence prevention through intervention in a way that supervisors, managers, and others can use immediately. I have attended Dr. McClure's Risky Business seminar and can say that this book is a seminar in itself. It is readable and chock-full of practical examples and illustrations. She blends her knowledge of management and human behavior to provide those who work in the real world with information they can use. Several features are unique to Dr. McClure's approach. I particularly appreciate her information on how organizations can help to create a culture that does not unwittingly encourage violence. Her eight high-risk behaviors will help managers and others in early identification, and will give them guidance in addressing those exhibiting risky behaviors thereby countering our tendency to want to deny, ignore, rationalize, or avoid. Also, she advocates a team approach, which she details nicely. The information in this book has become the centerpiece of several organizations' workplace violence initiatives and management training programs that I am aware of, including my own. Combined with her video presentation, it will go a long way towards making your place of employment safer. I'm looking forward to what will be coming next from Dr. McClure!

Risky Business tells in plain language the specific behaviors that indicate an employee has the potential to become violent, and it tells managers what to do--and what not to do--to prevent workplace violence. Author Lynne Falkin McClure describes in clear detail the eight major categories of behavioral clues to violence and includes anecdotes from work settings to help managers and others identify potentially violent employees. Most importantly, she emphasizes the precautions and steps managers must take when they see these "clues" in an employees' behavior and how to create and maintain a work environment that is likely to protect everyone. Including the hiring--appraisal--training process, Risky Business focuses on system-wide, ongoing prevention steps organizations can take to protect everyone in the workplace. The book points out for readers informal organizational "policies" that unwittingly encourage potentially dangerous behaviors in employees and then offers alternative "policies" that create and maintain a safer environment. Managers, members of personnel, and public relations representatives learn how to deal effectively with the fears of workers and customers should a violent event occur that affects the company's morale and image. However, readers are certain to gain the skills and foresight necessary to avert disaster before it strikes.
Lynne Falkin McClure, PhD, is a management consultant, workshop designer/facilitator, and public speaker in Tempe, Arizona. President of McClure Associates Management Consultants, Inc., since 1980, she specializes in work relationships and conducts inhouse workshops for corporations and government agencies. Through The McClure Institute in Tempe, she offers intensive 5--day courses for executives, directors, and managers, as well as for EAP specialists and mental health professionals, on how to identify and prevent potential workplace violence. Dr. McClure has been a guest on several national shows, including appearances on "Maury Povich," "Between the Lines" (Associated Press Broadcast News), "Good Day Atlanta," "Market Talk" (KWHY-TV, America's first all-financial station), and "Wireless Flash" (San Diego).

From Library Journal
Almost one million violent crimes occur in the U.S. workplace every year, according to McClure. Murder in the workplace is the fastest-growing type of homicide in the nation, with 15 murders reported each week. Yet only one in four businesses provides formal training in dealing with workplace violence. The author has attempted to translate the existing, overly technical information regarding employee psychopathology into terms more easily understood by managers. Eight chapters describe patterns of high-risk behavior that, the author purports, are warning signs. Subsequent chapters cover, in too little detail, the procedures managers should follow or avoid to prevent or react to potentially dangerous employee behavior. Nonmanagerial readers may resent the emphasis on employee psychopathology while, with rare exceptions, employers are depicted as bastions of integrity and mental health. Others may see little connection between many of the rather commonplace employee behaviors cited and the potential for danger. Nevertheless, this book will provide managers with some insights into the prevention (not "managing," as stated in the subtitle) of workplace violence. Recommended for larger business collections.
?Alan J. Farber, Northern Illinois Univ., DeKalb
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From Booklist
The growing number of violent workplace incidents and their attendant media glare guarantee that this topic will remain a hot button for some time to come. Coverage has focused on the post office, where an inordinate number of the incidents seem to have taken place, prompting suggestions that working conditions have created a climate where these tragedies might occur. To date, though, little has been said about how such incidents might be prevented or avoided. McClure describes in detail eight patterns of high-risk behavior to watch for and identifies what steps to take and what actions to avoid to help prevent a crisis from arising. McClure's suggestions raise troubling moral and legal concerns about psychological screening and employee rights, but clearly lives are at stake. She also notes that survivors of workplace violence have successfully sued employers, a dilemma putting managers literally and figuratively in the line of fire!

David Rouse
From the Back Cover
Risky Business tells in plain language the specific behaviors that indicate an employee has the potential to become violent, and it tells managers what to do - and what not to do - to prevent workplace violence. Author Lynne Falkin McClure describes in clear detail the eight major categories of behavioral clues to violence and includes anecdotes from work settings to help managers and others identify potentially violent employees. Most importantly, she emphasizes what managers must and must not do when they see these "clues" in an employee's behavior and how to create and maintain a work environment that is more likely to protect everyone.