

RISK SERVICES CONSULTING

Workplace Conflict Prevention: Awareness & De-Escalation

Training Tailored for Museum Administrators, Staff, and Volunteers



Tailored to your unique needs and risk factors



Designed for the needs of cultural institutions



Customizable for any size institution

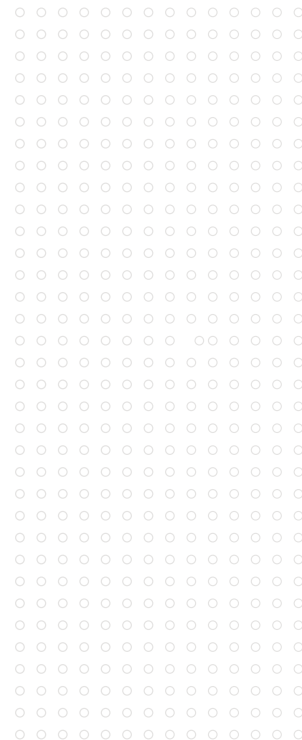
Learn how to minimize the risk of violent acts in your facility, de-escalate conflicts, and protect your staff and patrons in challenging new times.

The Coronavirus has brought about a renewed sense of urgency in addressing workplace conflict. Staff members, volunteers, and visitors are faced with increased stressors from financial hardships, political divide, and from virus exposure and the risk associated with contracting it. With the potential for additional conflict, now is the time to give our staff and volunteers the tactical tools and strategies to be able to successfully de-escalate potential staff-staff or staff-visitor conflicts.

Workplace violence consistently ranks in the top three causes of worker fatalities, and OSHA reports that over 2 million people are affected by workplace violence annually. Additionally, costly and toxic precursors to violence like bullying and harassment often go unreported and unaddressed. Despite these facts most employers do not have training programs to manage these risks.

This training program is designed to introduce your cultural institution's leaders and staff/volunteers to prevention and intervention focused best practices and establish a shared awareness and fact-based understanding of a complex topic.

The format of this training program is a two part instructor led online training. Part one is for cross functional leadership including executive directors, senior management, and human resource personnel. Part two is for all staff and volunteers. This training program can also be customized for individual institutions and be delivered onsite. Contact Eric Dougal for information on individualized training programs.



Training Program Modules:

Workplace Violence Prevention Program Development (60-Minute Module) Advanced Training and Strategy Session for Administrators and Leaders

- The Business Case for a Comprehensive Program
- The Violence Prevention and Intervention Model
- Threat Assessment and Case Management
- Legal and Regulatory Requirements
- WPV Prevention Program Framework and Elements
- How to Build and Implement Your Program
- Getting Started - Building a Team, and Assessing Your Needs and Risk

Upon completion of the training and strategy session, leadership teams will have a shared foundational knowledge and a clear, defined, and actionable path toward building a risk-appropriate workplace violence prevention program.

Workplace Violence Awareness & De-Escalation (60-Minute Module) Foundational Awareness Training for All Staff/Volunteers

- Violence in North America, Definitions, Trends, Fact vs. Fiction
- OSHA's Workplace Violence Typologies
- Violence Risk Factors and Prevention Strategies
- Museums and Open-to-the-Public Considerations
- Active Shooters: Awareness, Preparedness, and Individual Response Strategies
- Verbal De-Escalation and Conflict Avoidance Strategies

As your team develops, implements, and maintains your program, HUB Risk Services Consultants are available for ongoing guidance and support for policy development, all-staff trainings, readiness exercises, incident response support, and additional tailored support solutions.

To schedule this training session with HUB's Organizational Resilience Team contact:

Eric Dougal - Museum Insurance Expert at HUB International
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We're HUB

HUB International is a global insurance brokerage firm that is proud to partner with the Association of Midwest Museums to offer customized insurance solutions to better protect member institutions. If you are interested in learning more about how a HUB/AMM partnership can benefit your museum, please contact eric.dougal@hubinternational.com

To learn more about HUB visit: hubinternational.com