



Reducing the Risk of Workplace Violence

Each day, we interact with members, patients, and colleagues who may be stressed, anxious, or overwhelmed. Preparing ourselves to respond calmly and confidently helps reduce tension and prevent situations from escalating into violence.

Keep calm

When you find yourself in an uncomfortable encounter, remember to:

- » Use a calm voice and maintain eye contact.
- » Acknowledge the person's feelings without taking on their anger.
- » Keep an open path to exit and maintain appropriate physical distance.
- » Be respectful. Ask questions instead of giving directives to reduce defensiveness.
- » Offer choices. Provide constructive options to help shift the moment toward problem-solving.

Do your part to keep KP safe. Learn more about what you can do by visiting [National Prevention of Workplace Violence page](#).



SMARTIE GOAL: Ensure all team members complete their assigned Conflict Management (PWV) Training for 2026 on KP Learn.

Make it a SMARTIE goal by: **Including** all workstreams and roles in outreach efforts. **Ensuring** everyone has access to the training, whether onsite or remote.

This month, ask your team:

- [✓] Where in our department do tensions frequently rise, and what contributes to those moments?
- [✓] What changes — small or large — could help reduce the risk of conflicts escalating?
- [✓] What are the steps for getting help when we need support defusing a difficult situation?

Record your team's responses and share them with your UBT co-leads. Work together to develop strategies that reinforce safety, improve communication, and promote early intervention.

April Is Workplace Violence Prevention Awareness Month

Join [webinar sessions](#) on April 8 and April 22 to hear from experts who specialize in preventing violence in health care settings. Optional "Skill Labs" are also available to help workers practice their conflict management skills. Learn more [here](#).

If you ever feel unsafe or notice a situation intensifying, remove yourself from the area immediately and contact your manager or security team. For emergencies, dial 911. Always follow your department's safety protocols.

