

WORKSHOP SUMMARY

Post-Conference Proceedings

2018 National Trainer's Exchange

1. Session Title and Presenter's Contact Information:

"Utilizing Audience Response Cards in Workplace Violence Prevention Strategies & Root Cause and Effect Charting in Support of Resiliency"

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2. Workshop summary

A System Safety training module was developed by the UAW which uses root cause analysis, case studies and small group activities to reduce risk. Participants in the class gain an understanding of the hierarchy of controls and methods to perform accident investigations. This training was initially focused on mechanical/ physical hazards in an industrial setting but was modified to encompass work place violence scenarios and fatalities suffered by UAW members in the service sector. The training module will be described in detail and evaluation results will be presented. Audience response clickers will be used to provide real time feedback to presenters and show post training knowledge gains. UAW will present plans to incorporate resiliency modules into this training. This will deepen participants understanding of the role stress plays in work place violence and give insights into prevention methods.

3. Methods



This workshop facilitates a group discussion that incorporates the use of Audience Response Cards (clickers) for demonstrating the benefits of instantaneous and anonymous responses in Q & A. Participants are

provided with response cards and asked to reply to a series of questions related to the discussion topics. Real time data is shared with the group after everyone keys in an answer. The response cards create an interactive environment that engages the entire group in the discussion.

Cause and Effect analysis and instructions on how to chart incidents is introduced so that participants can better recognize that they are not always related in time and space when investigating incidents. A case study is used to provide a real life example to the group of non-instantaneous cause and effect while working in the public service sector. Workplace violence prevention strategies are presented and discussed. Data is collected via the use of the audience response cards and a series of questions directed toward each participants current workplace environment.

4. Main Points

Key lessons from the use of clickers and the case study

The facilitator(s) should first ensure that all participants are able to utilize the response clickers to key in answers to questions when prompted. Instantaneous responses to questions are displayed for discussion yet remain anonymous through the use of the Audience Response Cards. The case study provided comes from a 2012 fatal shooting of a Michigan Department of Human Services (DHS) employee and UAW member who was killed by a former client while on his way to work.

- Audience Response Cards were introduced and sample questions provided so that each participant could key in responses to questions presented.
- Traditional incident/accident investigating (past to present) is compared and contrasted with the benefits of Cause and Effect Analysis (present to past).

- Cause and Effect Analysis can uncover and provide a more detailed description of an incident especially ones that may not be closely related in time and space as is the case with the DHS employee being fatally shot.
- The event resulted in the adoption of “Lisa’s Law” whereby it is illegal to threaten a social worker in the State of Michigan.
- Workplace violence like other occupational hazards is best dealt with through the hierarchy of controls for health and safety.
- Employers need to provide employees with written workplace violence prevention programs.

Responses from the participants

- Some participants would have like more time to continue discussion on the workplace violence prevention portion of the presentation
- Most felt that the audience response cards were very beneficial and could be utilized for other applications
- A question was asked about ensuring anonymity of responses with the clickers or if they are able to be traced via serial number.
- Participants were surprised to learn that the fatal shooting was determined to be a case of “road rage” by the courts rather than a case of workplace violence as the Cause and Effect analysis revealed.

5. References

17th Circuit Court, Kent County MI

Turning Technologies www.TurningTechnologies.com

6. Handouts/Resources

No handouts provided

