



LOOKING FOR TROUBLE

Training Executives, Employees and “Corporate Care Teams” on Their Respective Roles in Preventing Workplace Violence



CLIENT
A Top Global Brand



SERVICE
Workplace Violence Prevention Program



INDUSTRY
Consumer Manufacturing

UNPLUGGED
A FRANK OPINION
The Project Manager’s Post-Engagement Perspective

“We worked closely with company leadership to create policies that assure an environment of trust and safety. Employees represent the first line of defense – because they drive every aspect of the company’s operations. It’s absolutely vital that each one of them feel comfortable enough – and know how – to alert supervisors or other designated representatives about problematic behaviors.

In addition, we employ a pedagogy of practice. Our educational workshops employ trained actors who lead interactive behavior simulations to effectively educate employees. This proprietary approach is unique in the market – and has been enormously effective at training thousands of federal agents and other law enforcement personnel for many years.”

Corporate Headquarters
30 South Wacker Drive
Suite 1400
Chicago, Illinois 60606
(312) 869-8500
www.hillardheintze.com

Client’s Challenge

“Let’s talk about what we need to be doing in terms of workplace violence prevention training,” the HR Director said. The Director of Security and the corporation’s general counsel nodded. All three were collaborating to establish and fund what they termed a “workplace safety program” for their enterprise – because doing so centrally addressed each of their functions’ core priorities.

The Hillard Heintze Solution

“There is a tremendously powerful force-multiplier effect when every member of a corporate workforce has their head up and their eyes open,” their Hillard Heintze advisor explained. “Preventing violence in your workplace requires collecting snippets of information from many functions and business units across your company. That requires everyone’s attention – but each according to their respective role in the threat assessment process.”

Hillard Heintze was halfway through a multi-phase engagement to help the company create a world-class workplace violence prevention program. The firm had already analyzed the company’s current state capabilities and conducted a gap analysis, and drafted a comprehensive set of policies and guidelines for the Corporate Care Team.

Impact on the Client

Hillard Heintze’s training program addressed three distinct audiences. For each, the firm developed a curricula and collateral including handouts and a training video as well as in-person workshops incorporating leading-edge interactive behavioral simulations.

The first audience included leaders from HR, legal and security to ensure that they were informed, prepared and on-message. The second included all employees to familiarize them with the program and educate them on identifying and reporting concerning behaviors. Lastly, we trained managers from security, HR, legal counsel and mental health and law enforcement to respond to incidents of troubling behavior. This interdisciplinary team will help ensure that proper lines of authority and communication are in place before a threat or violent incident occurs.