



CLASSROOM CRISES

A Federal Agency's Crisis Teams Gain Threat Prevention Expertise



CLIENT
A Major Federal Agency



SERVICE
Threat Assessment Team Training



INDUSTRY
Government

UNPLUGGED

A FRANK OPINION
The Project Manager's Post-Engagement Perspective

"Just a few years ago, the greatest obstacle to preventing targeted violence was a lack of insight into the mind of the attacker – along with his or her motivation, intent and capability of carrying out an attack in the workplace.

Today, research and experience places us in a far better position to save lives – but only if we get this critical information into the hands of the crisis teams on the frontlines. This is exactly what this agency is doing."

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Client's Challenge

An independent agency of the U.S. government had recently developed a workplace violence prevention program and created an internal network of Crisis Advisory Teams (CATs) to better protect the organization's 60,000+ personnel. While the program reflected best-in-class protocols and procedures, its leaders recognized the need to enhance training. "We need threat prevention expertise to 'extend and enhance' our teams' capabilities," the client's procurement team emphasized. "We're looking for training that will help our in-house experts identify potential threats to our personnel and intervene to prevent acts of violence."

The Hillard Heintze Solution

The Hillard Heintze Threat + Violence Risk Management team developed and presented a two-day training session for more than 100 members of the agency's crisis advisory teams. This training focused on the principles of threat assessment and cognitive interviewing skills, including topics such as the pathway approach theory of violence, radicalization and the extremist threat, social media monitoring and domestic violence in the workplace. The team also provided interactive simulations drawn from actual incidents at the agency to apply lessons learned in real time.

Impact on the Client

The agency routinely surveys participants who complete the training – and shares the results with the instructors. "The trainer was excellent," one wrote, "with a superb capability to impart knowledge and share his depth of experience. The time, organization and simulations were of the highest quality." Another wrote, "I feel that I learned a lot and have been given a better perspective on how to approach these situations as they come up. I realize every case will be different, but we've been equipped with some great tools for analysis." An overwhelming majority of participants surveyed (95%) reported that the training was effective in conducting simulations and facilitating conversations among training participants.