

## Overview

This standard is about contributing to a safe and positive culture in the workplace. It includes identifying where the risks are in your job role and the triggers that may escalate behaviour towards violence. It is also about understanding relevant organisational procedures, identifying and reducing the risks of violence, knowing what to do to carry out your work in a calm and professional manner. You should be aware of all your responsibilities in the workplace, including working safely.

This standard is for all professionals who contribute to a positive and safe working culture.

## Performance criteria

### *You must be able to:*

1. identify all potential risks of violence in your working environment
2. analyse your job role and responsibilities to identify any risks of violence to you or your employees
3. identify which aspects of your organisation's policies on preventing work-related violence and risk assessments are relevant to you and your work
4. keep yourself up-to-date with information about your working environment on possible causes of violent behaviour
5. prepare for a work task and consider whether you require additional resources, human support and special safety equipment
6. observe the actions and behaviours of other employees
7. identify all potential triggers of violence within your job role and working environment
8. review your organisation's procedures to check they cover all potential situations at work and inform the responsible persons about any identified issues
9. identify the circumstances of the service-users with whom you normally expect to work
10. record all the risks of violence you have identified, the controls in place for those risks, and report any issues to the responsible persons
11. identify actions to prevent violence in the workplace
12. identify sources of help should an incident occur
13. clarify and record any incidents of violence in the workplace in accordance with organisational procedures
14. seek support post incidents
15. record incidences of violence in accordance with organisational procedures
16. identify possible solutions and action plans to leave if the situation gets out of hand
17. respond to requests for assistance in a prompt and courteous manner
18. treat service-users and other people who work alongside you with respect and encourage goodwill
19. respond to and follow-up complaints in accordance with organisational policies and procedures
20. identify difficulties in working relationships and report outstanding issues to the relevant persons

Contribute to a safe and positive culture in the workplace

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- 21. contribute to reducing the risks of violence in your working environment
- 22. monitor your own and other's levels of health and safety and report any concerns to the responsible persons in the workplace

## Knowledge and understanding

### *You need to know and understand:*

1. your job role and responsibilities
2. the variety of safe working practices relevant to your job role
3. your organisation's requirements, standards and expectations of your performance
4. the procedures for safeguarding confidentiality in accordance with data protection regulation
5. your legal duties for ensuring your and other employees' well-being, safety and health in the workplace
6. the relevant procedures for reporting injuries, diseases, near misses and dangerous occurrences
7. the relevant organisational policies and procedures in relation to your work environment, lines of communication and accountability
8. the principles and types of risk assessment
9. your duties and procedures for reporting problems to responsible persons in the workplace
10. how to recognise challenging and unacceptable behaviours and triggers of violence
11. the situations where you may be at risk of changes in service-users' and other employees' behaviour
12. the importance of personal conduct in maintaining a healthy, safe and positive work environment
13. the amount and type of communication appropriate to the needs of the service-users and other employees
14. the importance of developing positive working relationships with service-users and other employees
15. the importance of considering and listening to other people's views and opinions
16. your organisation's requirements to provide training in personal safety, conflict management and resolution techniques
17. your organisation's complaints policies and procedures
18. the relevant legislation for health and safety at work
19. the rules and etiquette of social media and online methods of communication
20. the legal responsibilities and your organisation's policy and procedures

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## Glossary