



A Safety National™ Company



2023 Oklahoma Safety  
and Health Conference  
& Expo

# Anger Management Conflict Resolution

2023 Oklahoma Safety & Health Conference & Expo

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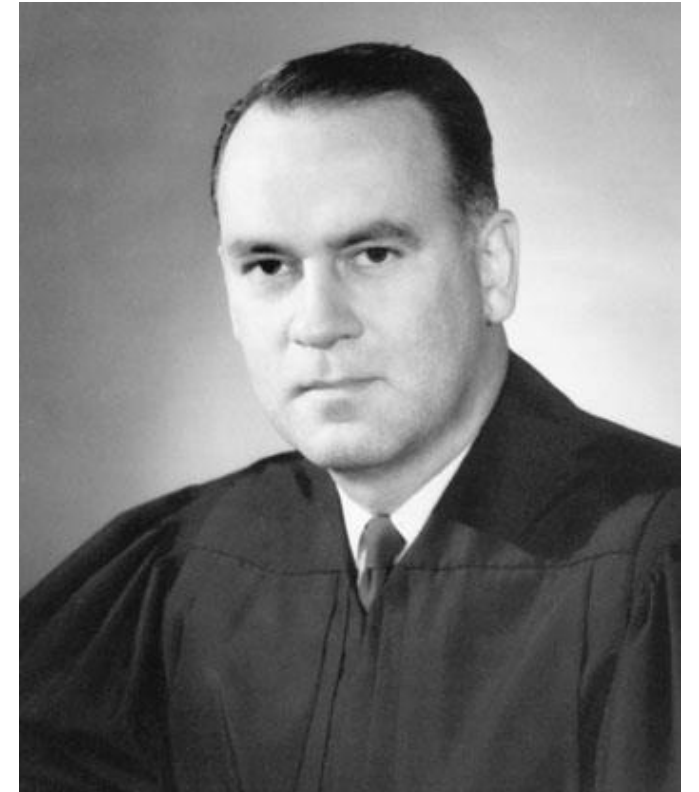
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**Anger:** *A strong feeling of annoyance, displeasure or hostility*

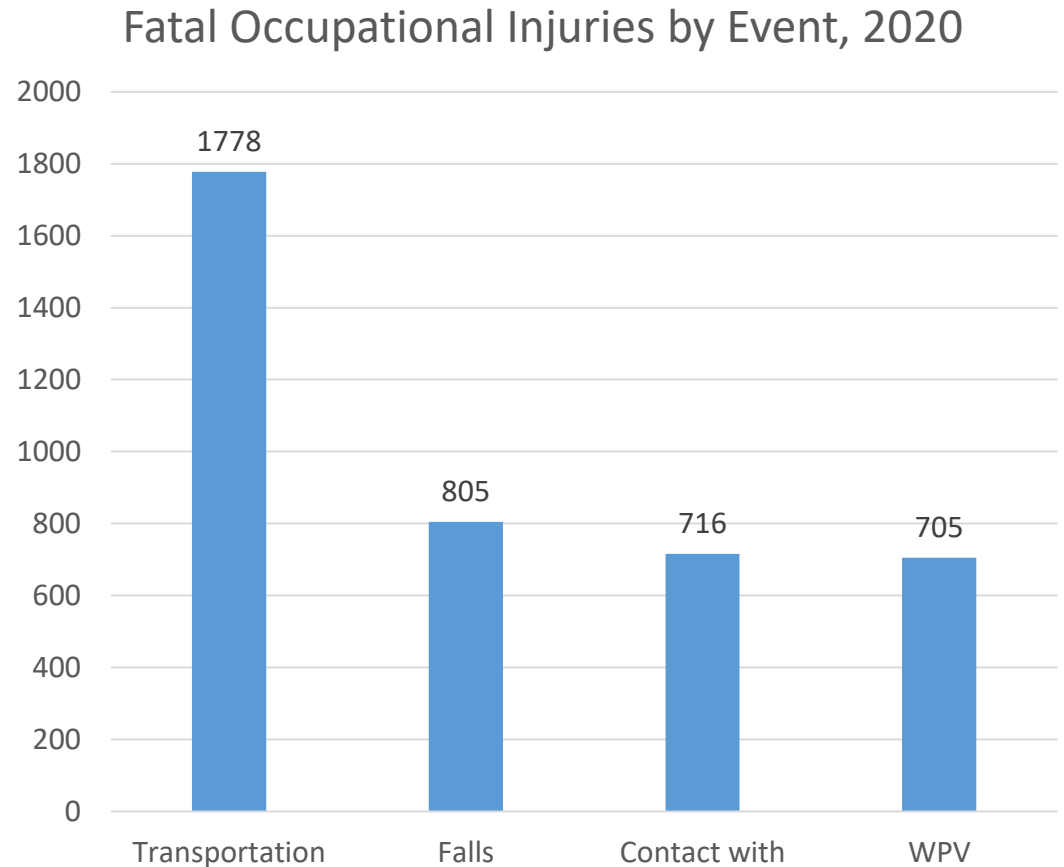
- Workplace Violence: Manifestation of Anger
- Anger Happens
  - At Home – At Play – At the Ballgame – **At Work**
- Justice Potter Stewart – SCOTUS
  - Nico Jacobellis v. Ohio – (1964)
  - The Lovers (*Les Amants*) by Louis Malle – 1958
  - *I know **it** when I see **it** and the motion picture involved in this case is not that*

**ANGER** – *I will know **it** when I see **it***  
*Or Maybe NOT?*



# Did you know?

- 2020 – 2,654,700 OSHA Recordable Injuries: *1/12 seconds*
- 2020 – 1,176,300 Days Away from Work (44%): *1/27 seconds*
- 2020 – 4,764 Fatalities: *13/day*
  - 37% - Transportation
  - 17% - Falls (STF & FFE)
  - 15% - Contact With (Struck By/Against, CIB)
  - 14.7 % - WPV: *1.9/day*



# *More Did you Know?*

## WPV – A Clear & Present Danger

- 2,000,000 – Experience Some Form of WPV Annually
- 1 in 7 – Don't Feel Safe in the Workplace
- 7% of Workplace Fatalities are a Result of Hitting, Kicking, Beating or Pushing
- 94% of Americans claim to have been Bullied in the Workplace
- WPV Deaths for Men 75% Higher than Women
- Most Company Safety Plans Don't Contemplate WPV



# WHY? Why is WPV Seemingly on the Rise?

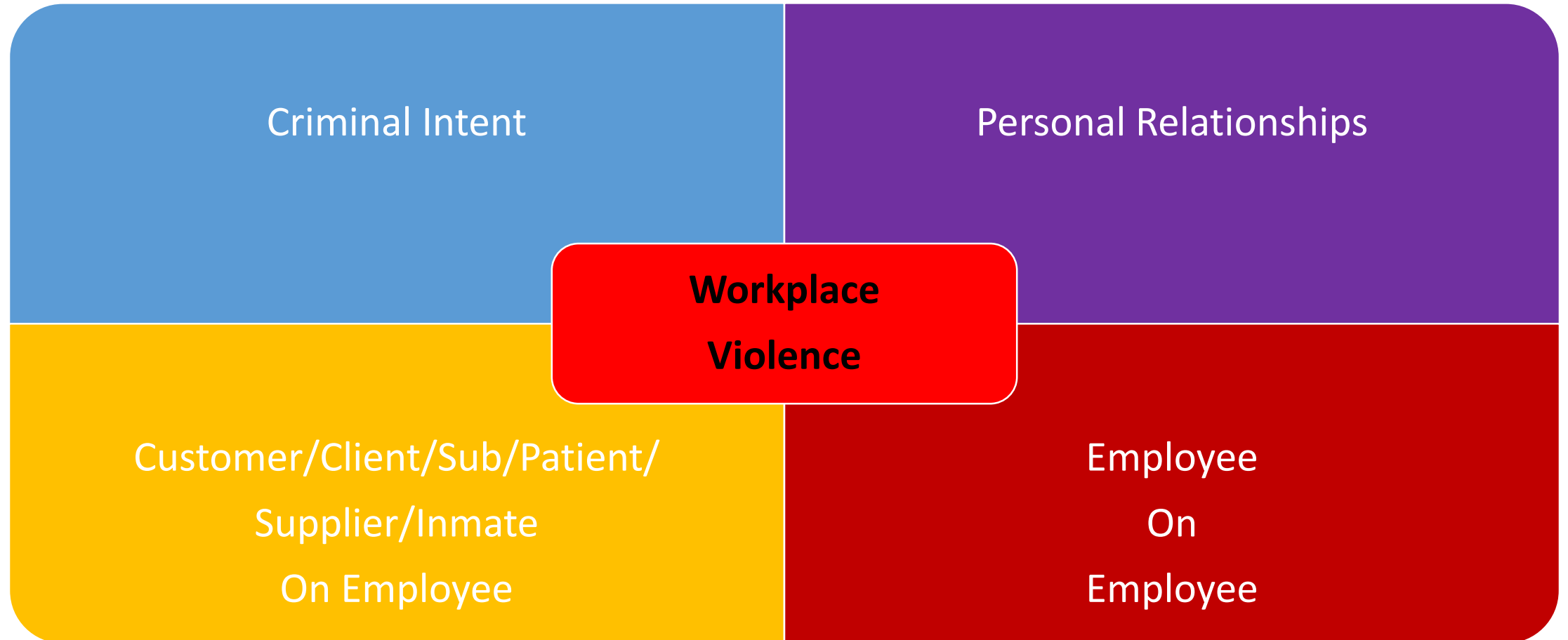
- Examples From Your Work Place?
- Statistically Workplace Accidents have Declined
- Between 1992-2019: 18,000 Employees were Killed in Workplace Violence
  - *If it bleeds it leads...*
- *Why is it that violence seems to be the answer regardless of the question?*
- Violence is now Acceptable
  - We see it everyday
  - We play it everyday
  - We accept it everyday
    - *Chicago, New York, LA, DC...*
  - *Monkey See – Monkey Do*
- Political Opponents are now Fascist, Communist, Anti-Semites, Racist, Right Wingers, Left Wingers, Threats to Democracy...

1976 – Network

*I'm mad as Hell & I'm not going to take it anymore*



# Workplace Violence – Four Broad Categories



# Workplace Violence – *IT* (*I'll Know IT when I see IT*)

## *Words to War – Rhetoric to Rampage*

- What is **IT**?
  - Physical Assault
  - Near Misses
  - Verbal Abuse
  - Sexual Harassment
- Result of **IT**?
  - Physical Injury/Death
  - Fractured Relationships
  - Potential Public Relations Nightmare (Audio/Video)
  - PTSD – Post Traumatic Stress Disorder
- What Causes **IT** & How do we Stop **IT** Once **IT** Gets Started?

*I won't be wronged. I won't be insulted. I won't be laid a-hand on. I don't do these things of other people and I require the same from them.*  
John Wayne – The Shootist



How do we get from *I beg your pardon* to **BANG?**

**WARNING:  
Unintended  
Consequences  
Ahead**

Misunderstanding  
Performance Problem  
Personalities

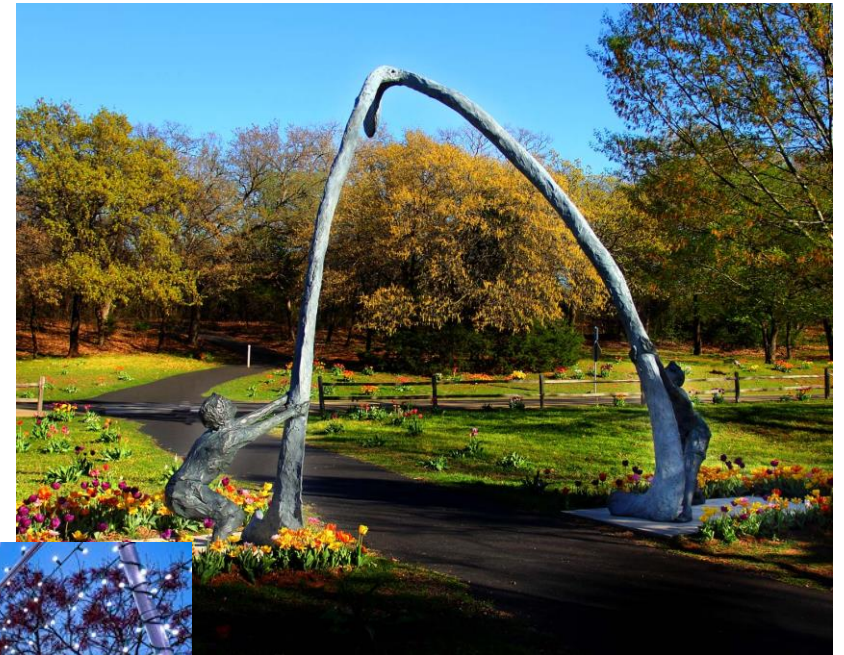
Anger  
Threats  
Pump Up the Volume

In Your Face  
Punches Thrown  
Shots Fired – Man Down

*I'm madder than hell & I'm not going to take it anymore!*

# Edmond, Oklahoma

- Founded April 22<sup>nd</sup> 1889
- 5<sup>th</sup> Largest City in Oklahoma
- 87.86 Square Miles
- Population: 97,032
- 2 Universities
- Top 10 Schools in Oklahoma
- Niche.com - #1 Best Places to Live in Oklahoma
- Any-Town USA
  - Seinfeld
- August 20, 1986



# Workplace Violence – Alive & Well

- Patrick Henry Sherrill
  - Edmond, OK (*Any-Town USA*)
  - August 20, 1986 – 7:00am
  - 14 Killed & 6 Wounded
    - Paul Michael Rockne – 33
- Larry Jasion & Mark Hilbun
  - Dearborn, MI & Dana Point, CA
  - May 6, 1993 – 9:00am & 1:00pm
  - 2 Killed & 5 Wounded
- Kenneth Tornes
  - Jackson, MS
  - April 25, 1996 – 9:00am
  - 4 Killed & 1 Wounded + his Wife
- Mark Orrin Barton
  - Stockbridge, GA
  - July 29, 1999
  - 9 Killed + his Wife, Mother-In-Law & 2 Children

**All 5 of these and a host of others have one thing in common.  
Day or days before the employee received some sort of performance assessment.**

# Fast Forward – 2022

## *Workplace Violence is Alive in Well in 2023*

- Walmart – Chesapeake, VA
  - 6 Killed + the Shooter
- FedEx – Memphis, TN
  - Former Employee Shot Employee
- Arby's – Oklahoma City
  - Argument – *I'm getting my gun...*
- Hyundai Dealership – Slidell, LA
  - Shot & Killed Coworker
- Morgan Stanley – Oklahoma City
  - Walked in Shot & Killed Employee
- Wendy's – Prescott Valley, AZ
  - Employee **HIT** by a Customer
- General Mills – Covington, GA
  - Shot & Killed Coworker
- Little Caesars – Cincinnati, OH
  - Fired Employee Killed Manager

California Senate Bill 553?

Regulation: **ALL** Employers **SHALL** Adopt a Workplace Violence Prevention Plan

# Sir Isaac Newton 1/4/1643 – 3/31/1727

- Smart Guy
  - Math, Physics, Astronomy, Chemistry, Theology...
  - Apple Tree Dude
- 3 Laws of Motion in Physics
  - Body at Rest or in Motion will Stay at Rest or in Motion **UNLESS** Acted Upon by an Outside Force
  - Force = Mass X Acceleration:  $F = ma$
  - For Every Action There is an **Equal** and **Opposite** Reaction
- Sir Isaac Newton was a Smart Guy **BUT** he didn't Know *Doodly-Squat* about Human Reactions

# Identical Vehicles

*Ford-Steering Wheel-Four Wheels-Engine-Two Doors-Hatchback-Stick Shift-Headlights...*

- Ford Pinto

- 0-60 MPH – 12.2 Seconds



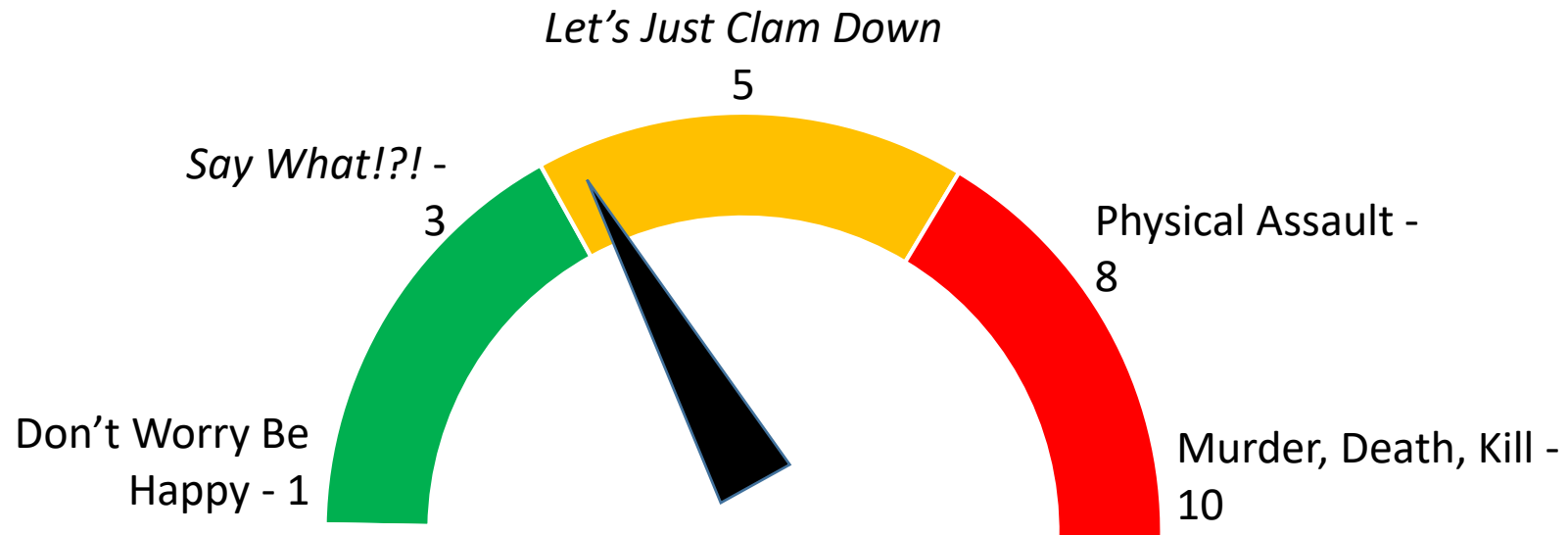
- Ford Mustang Shelby GT500

- 0-60 MPH – 3.5 Seconds



These two Vehicles Have A LOT in Common! They Do NOT Have Equal Reactions!  
*Rhetoric to Rampage in 12.2 Seconds or 3.5 Seconds?*

# Why not Vilo-Meters?



A meter that measures tension/anger at any given moment.

An alert system whereby we can slow the progression.

An alarm that things are getting off the tracks.

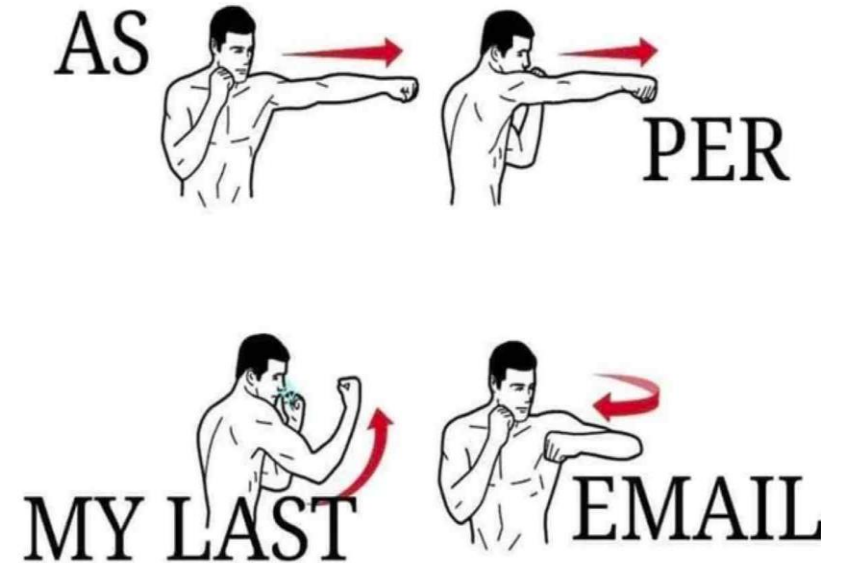
*A Whoa there big fellow moment.*

Control-Alt-Delete

# Anger Management & Conflict Resolution 101

- Problem Solving – Conflict Resolution
  - 8-Step Problem Solving
  - 5 Steps to Better Problem Solving
  - 7 Steps to an Effective Problem Solving Process
  - 4 Basic Steps in Problem Solving
  - 6 Step Guide to Problem Solving
  - 5 Whys – Problem Solving Skills
  - 5 Whys & Fishbone Diagrams
- Common Denominator

## #1 – Identify The Problem





# *Houston, we've had a problem*

- #1: Problem Identification
  - My Definition  $\neq$  Your Definition
    - No Big Deal vs Very Big Deal
- **IT (WPV) Didn't Just Materialize**
  - Days, Weeks, Months, Years
- **IT (WPV) is Real from the Employee's Prospective**
- **Outside Circumstances and Relationships Impact IT (WPV)**
  - *The Straw that Broke...*

- 4/11/1970 @ 1:13pm CST – Apollo 13 launch
- 4/13 @ 9:08pm “Houston we’ve had a problem”
- 4/17 @ 12:04pm – Splash down
- The Problem Manifested itself on April 13, 1970 **BUT** the Problem Existed LONG Before That!



# What to look for – Potential IT (WPV) Tells

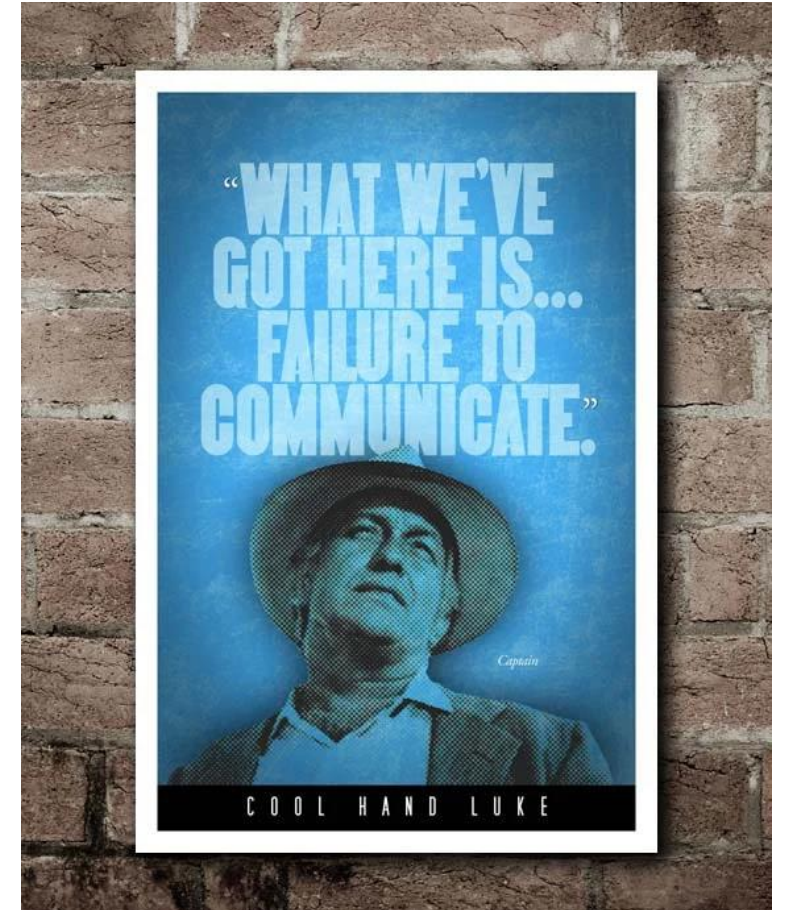
## *What is The Key to Finding?*

- *Nobody Likes Me*
- Disrespect of Authority
- Behavior Changes
- Performance Disruptions
- Crying-Sulking-Tantrums
- Pushing Limits – *What can I get away with today?*
- Disregard for Personal Safety
- Inappropriate Statements or Actions
- Excessive Swearing
- Body Language – *Space Invaders*
- Forgetfulness and Confusion
- Inability to Focus
- Blame Game
- Poor Personal Hygiene

*I'll know IT when I see IT* – But if you don't look for IT you will never see IT

# Okay, we got a Problem, Now What? How do we Defuse a Ticking Bomb?

- Communication vs Confrontation
  - Correction-Stagnation-Deterioration
- *Let's just calm down*
  - That NEVER Works
- Half of Good Communication is Active Listening
  - Beyond the Words
  - Body Language (WE & THEY)
  - Tones – Thundering – Tearful
    - *Look eye, always look eye*

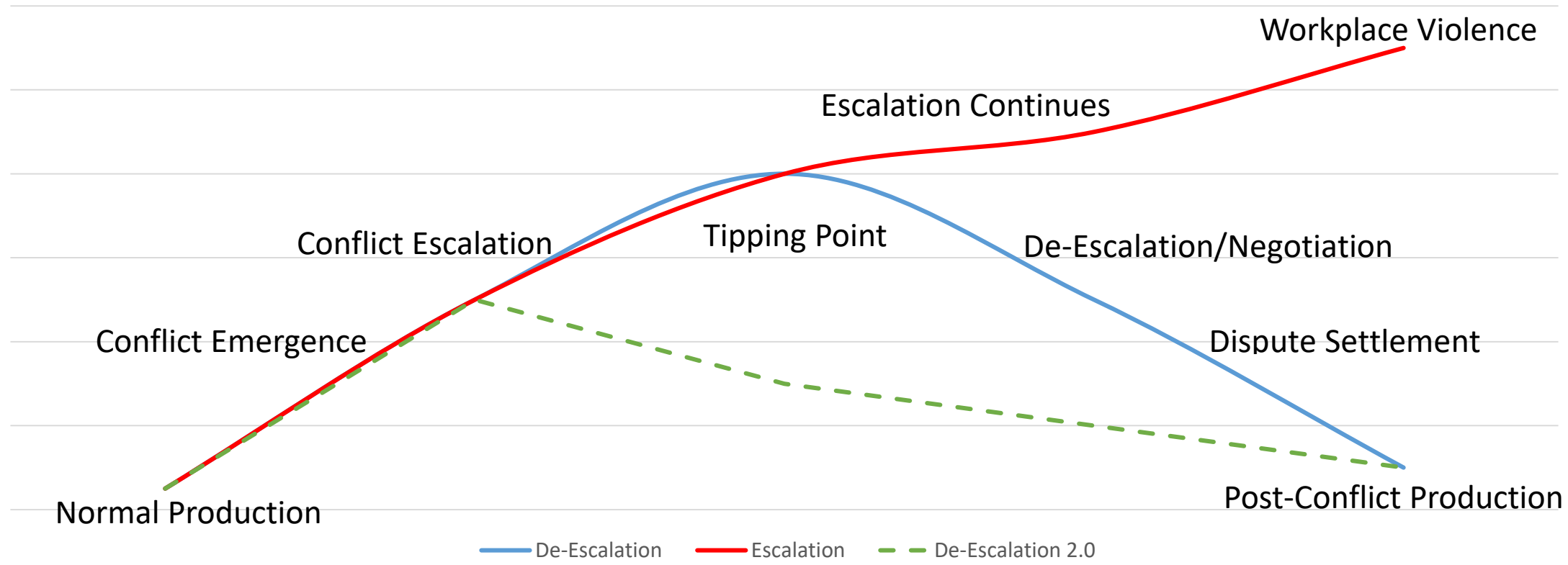


# Conflict Resolution Basics

- Be Active: Look
- Manage Anger
  - THEY Might be 100% Wrong
  - THEY Might be 100% Right
  - Probably Between the Two
  - **You Have to Control Your Anger**
- Listen Actively
  - Don't Roll YOUR Eyes!
  - Focus on What THEY are Saying
  - Ask Questions
  - Body Language – Yours & Theirs
- Avoid Assumptions
  - YOU can ask Questions
  - YOU can Repeat to THEM what YOU Understand THEM to Say
    - *I Understand What YOU Are Saying*
- Don't Add Fuel to the Fire
- Look for Common Ground
- Cautious With Criticism
- Avoid War Stories
- Deescalate the Situation

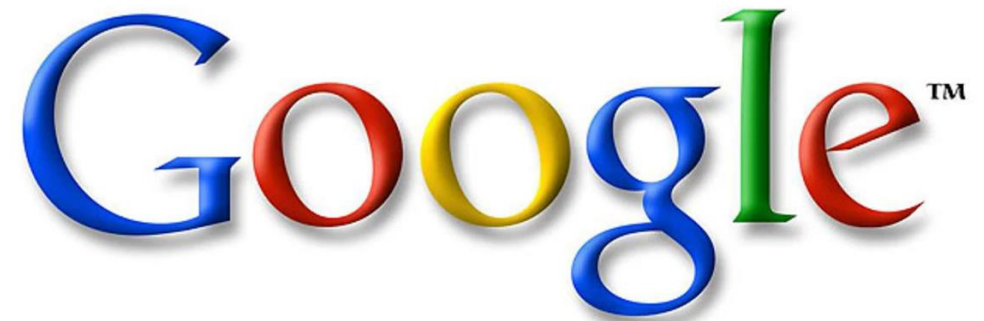
# Two Very Different Possible Outcomes

De-Escalate vs Percolate vs Escalate



# Where do I go for more on WPV?

- The Oklahoma Safety Council & The National Safety Council
- Oklahoma.gov
- US Department of Labor
- OSHA
- NIOSH
- Homeland Security
- Active Shooter Training
- Ask – Seek – Knock
- Information Readily Available



# Anger WPV

Frustration

Irritation

Did you know that  
only 10% of an Iceberg  
is Visible Above the  
Waterline?



Overwhelmed  
Nervous  
Disrespectful  
Embarrassed  
Hurt  
Sad  
Mad  
Grieving  
Loneliness  
Traumatized  
Insecurity  
Exhaustion

QUESTIONS?

