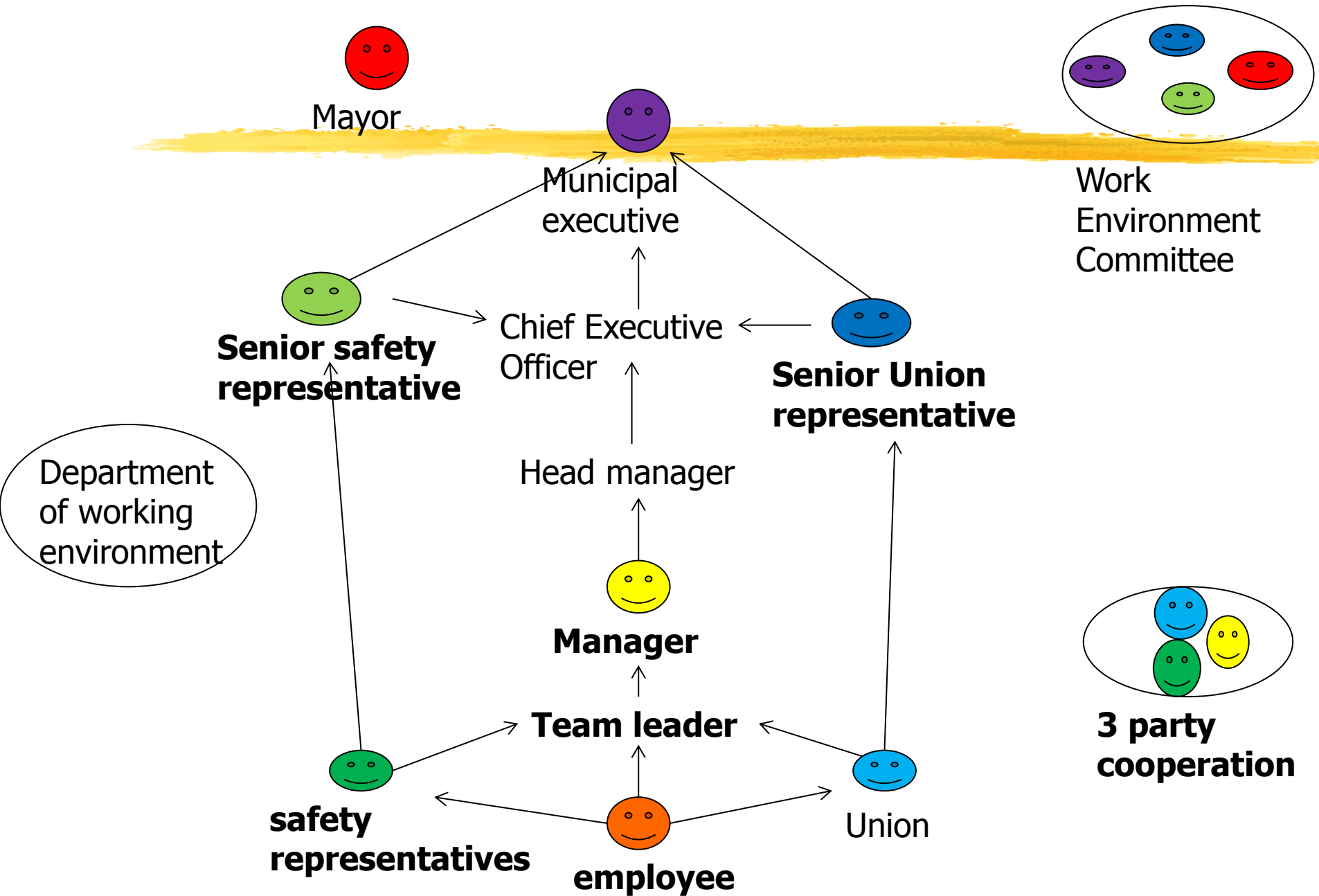


TROLL = Threats and violence as a working environment issue





Safety representative vs. trade union

	Safety representative	Trade union
Responsibility area:	All employees	Their own trade union members
Election:	All employees (not the manager)	Their own trade union members
Rights are described in:	Working Environment Act	Basic agreement
Supervisory tasks:	Health, safety and environment	Labor law matters (eg employment contract and negotiations)
participation:	be consulted in the work environment issues	be consulted in the work environment issues + negotiations
Right to halt work	By dangerous work	Non

3 areas

- System/Organisation
- Physical
- Psychological
- Ethical





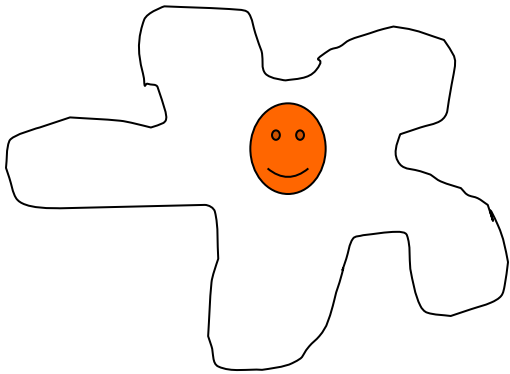
Objectives of the course

- move decisions from individual to system level
- It should not be up to the individual employee to decide when a situation becomes too uncomfortable/dangerous
- Employees must be able to physically free themselves in an attack situation.
- Know how to prevent battles

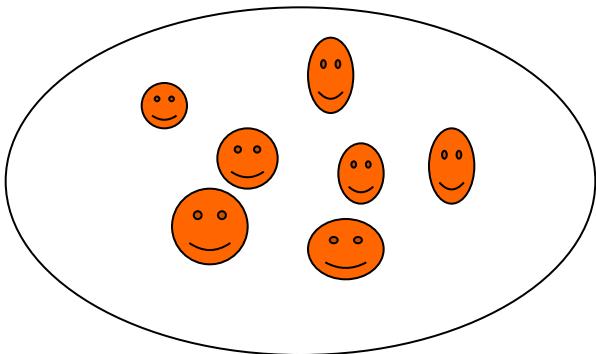


Setting boundaries

Individual level



System level





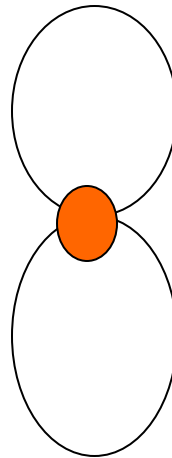
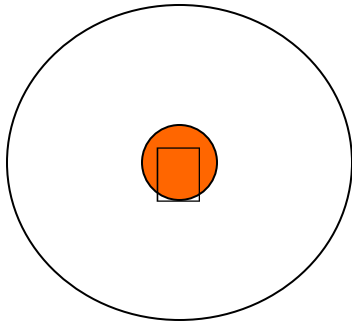
Objectives of the course

- how can my body language have a dampening effect
- An example here is that love and affection is often expressed with the same body language as aggressive behavior.
- Know how to take care of each other after an incident



Positioning

- **Proximity/distance:** body language of caring and love is almost the same as the attack / anger / intimidation. Positioning as proximity, eye contact, frontal, touch, etc.



- **Fast / slow movements:** fast and large movements can signal aggressive intentions

Questions that is wise to ask yourselves

- What is it about the situation that makes it difficult for me to deal with?



Aftercare of the employees

- How to take care of employees who has been exposed to aggressive behavior?
- We created a procedure for managers.
- We created guidelines for debriefing conversations



Systematics

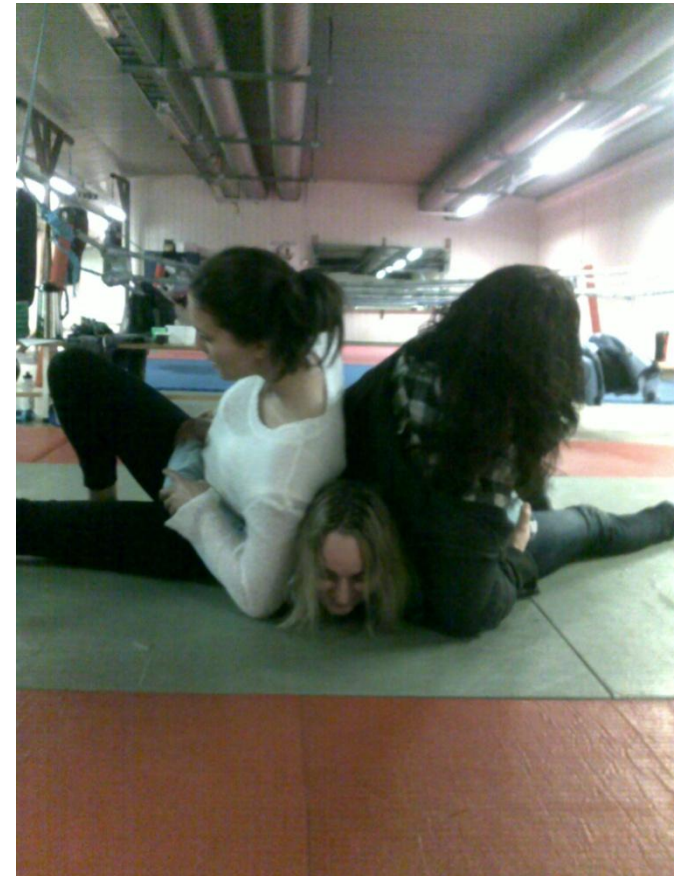
- 3 days courses for educating experts/supervisor at their own individual workplace.
- teaching their own individual workplace - practical and theoretical.
- adjusted to the challenges of the individual workplace





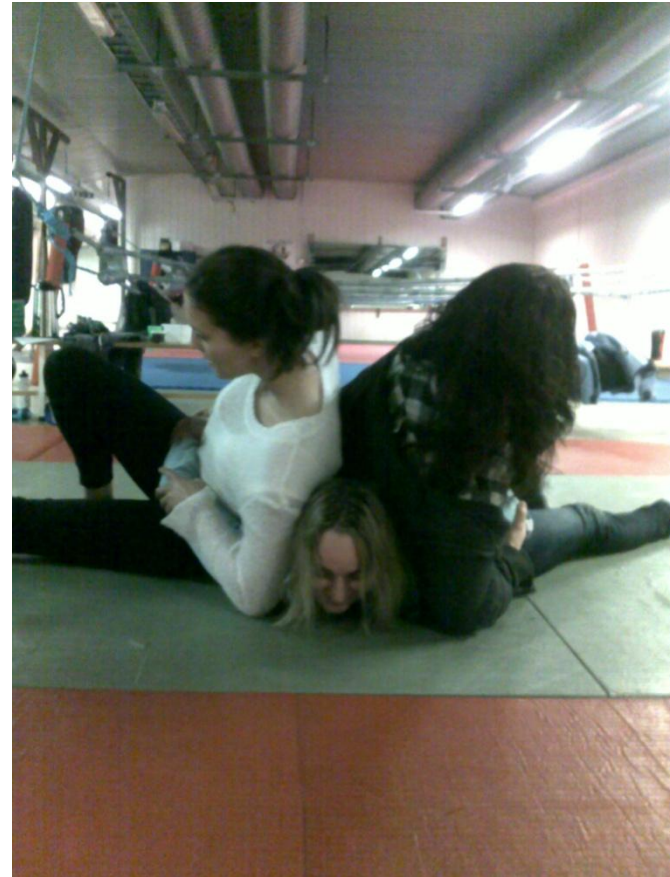
The course

- 3 days
- 1/2 day theory
- 1 1/2 day practical training
- Last day with the leader
- Going through the procedures.
- manager and expert/supervisor create lessons for their own individual workplace



Questions for employers and employees

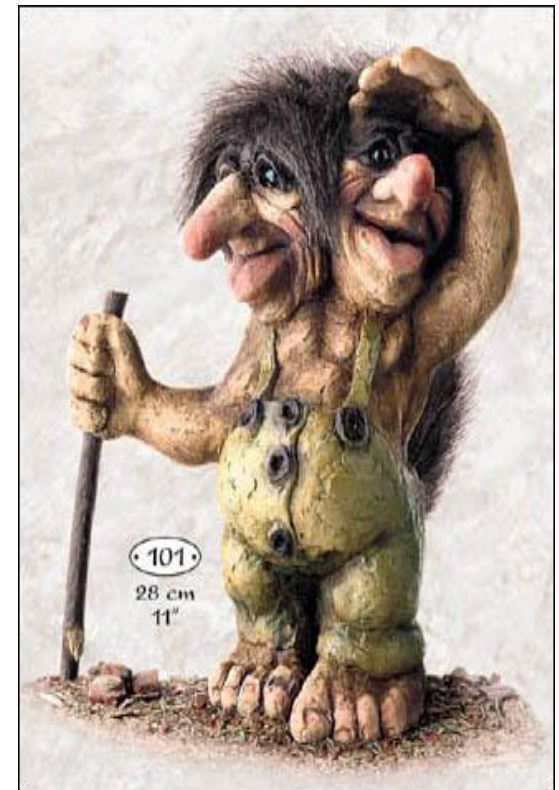
- What kind of challenges do we have in our workplace?
- What kind of skills do we need to deal with those?





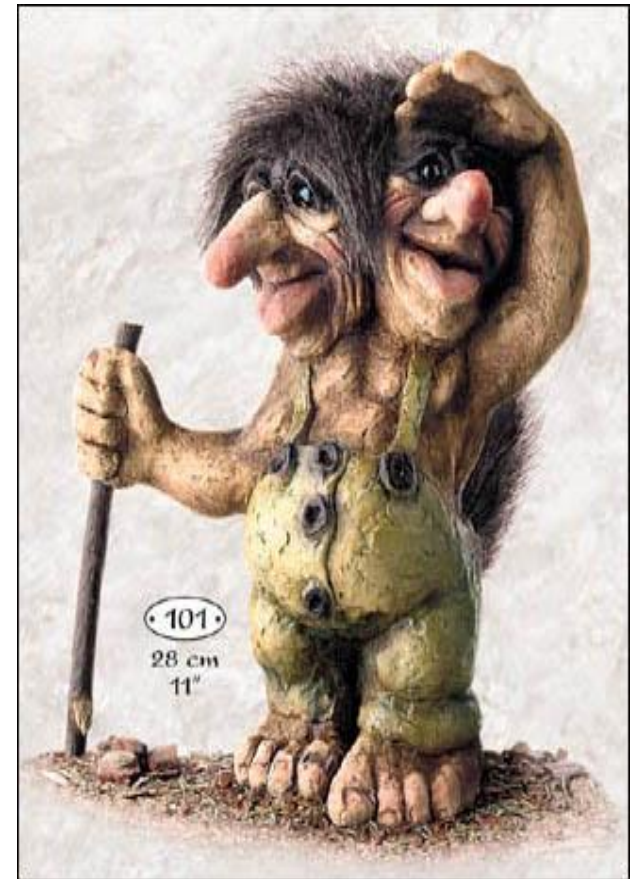
Procedures

- The procedures are adopted in "AMU" (Work Environment Committee)
 1. Training in the handling of TROLL
 2. What to do in a threatening situation.
 3. How to follow up employees who have been exposed to aggressive behavior.
 4. Necessary steps after a traumatic incident



Attachments to the procedures

- Information meeting
- Debriefing
- Defusing
- Written information to employees and their families about normal reactions.
- Report to the Police
- Guidelines for debriefing conversations



4 phases



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