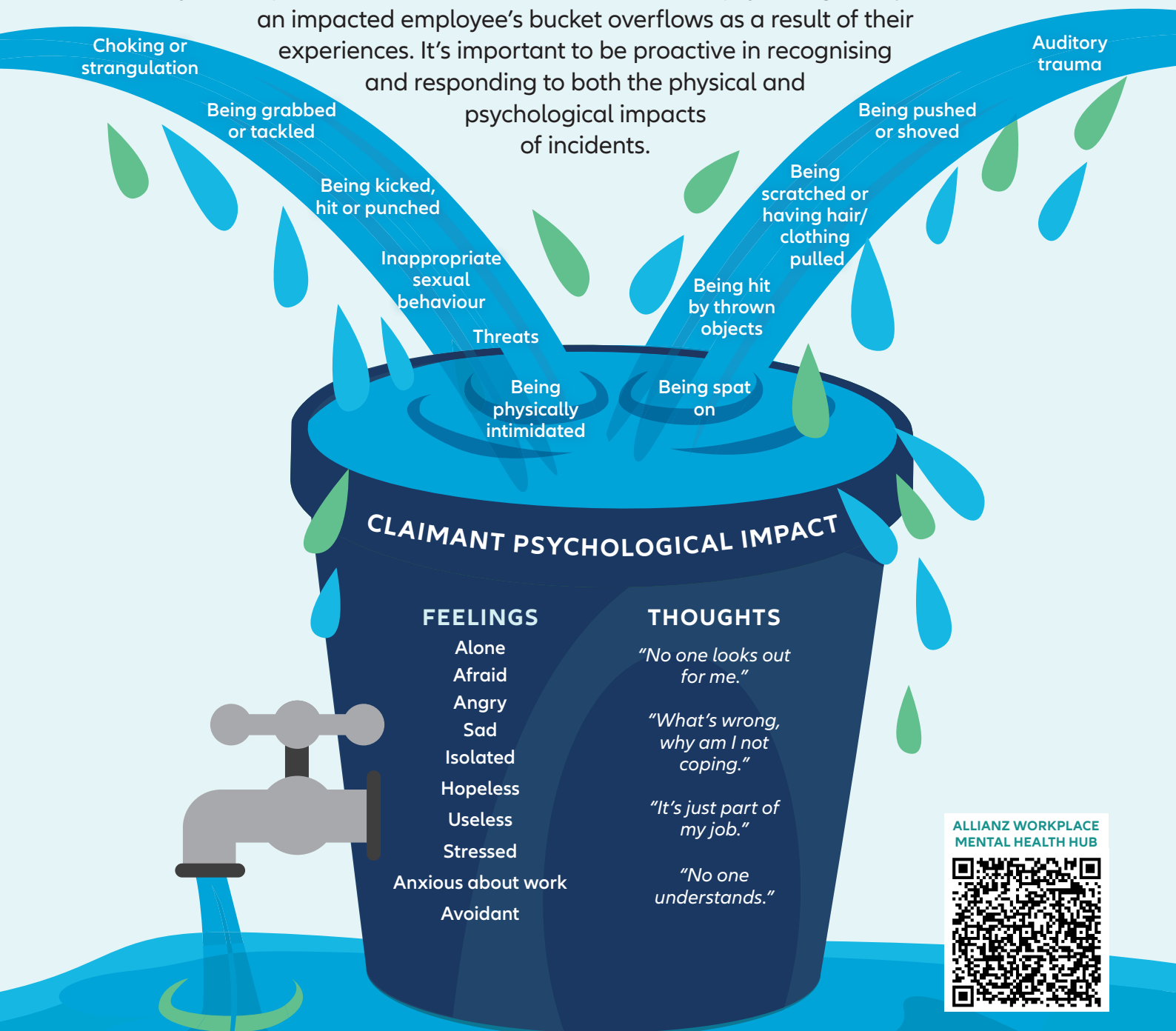


THE IMPACT OF WORKPLACE VIOLENCE & AGGRESSION IN FRONTLINE INDUSTRIES

Physical experiences of WVA can cause distress and psychological injuries when an impacted employee's bucket overflows as a result of their experiences. It's important to be proactive in recognising and responding to both the physical and psychological impacts of incidents.



ALLIANZ WORKPLACE
MENTAL HEALTH HUB



ASK QUESTIONS TO UNDERSTAND THE EXPERIENCE OF EMPLOYEES

1. Are you having any negative feelings about the incident?
2. Have you noticed any changes in yourself or your routine?
3. Do you find yourself trying to not think about the incident?
4. Are reminders of the incident causing any physical reactions?

LISTEN AND LOOK FOR INDICATORS OF PSYCHOLOGICAL DISTRESS AND INJURY

- Impacted emotional state including numbness, frustration, anger, tearfulness and irritation.
- Changes in personal routines like sleep, appetite or participation and enjoyment of typical activities.
- Changes in work performance such as absenteeism, avoiding particular tasks, reduced concentration and increased error making.
- A sense of injustice including ongoing rumination, anger, distrust and concern about the nature of the incident.
- Significant and ongoing physical symptoms like nausea, difficulty breathing, pounding heart and shakiness.
- Difficulty coping with physical injuries particularly where the symptoms/impact will be extended.

Adapted from the Impact of Event Scale (Weiss, 2007)

IF YOU NOTICE THESE SIGNS PROACTIVELY OFFER MENTAL HEALTH SUPPORTS.