

Announcing a One-Day Training Program In

Preventing Workplace Violence and Other High-Risk Behaviors



Critical Response Associates is pleased to announce that registration is now open for its 2011 national Workplace Violence Training series, with an initial offering in 2 cities.

Training Overview

Violence, aggression and general employee misconduct have risen dramatically in recent years. It has been our continuing experience that each and every one of the cases in which we have been involved, could have been prevented or the risks mitigated. It is crucial for organizations to have a greater level of awareness of the essential and critical elements of Workplace Violence prevention, assessment, and strategic response planning.

This program will be both comprehensive and practical. It will provide the attendees with the knowledge and skills to better identify and respond to high-risk behaviors within their organizations. The goal of this workshop is to provide you with the skills and knowledge to better keep your organization safe. Also included will be a chance to discuss typical scenarios based on actual "real world" cases.

Registration Fees and Discounts

Registration fee - \$475 includes training, breakfast, lunch, snacks, and all training materials.

Group Discount – Send three or more people from the same organization for \$415 each. Please call or email Lisa Millisor at (888) 391-2214, ext. 1 or lmillisor@craorg.com to obtain this discount.

Cancellations: If cancellation occurs at least 10 days in advance of the training date, the registration fee (less a \$50 administrative fee) will be refunded. Refunds will not be granted for cancellations occurring fewer than 10 days from the training date. However, that registration fee may be applied to other training offered by CRA. Additionally, substitution of attendees can be made at any time.

Hotel Accommodations: If you are coming from out of town, we are in the process of negotiating rates with a nearby hotel. Please call or email Lisa Millisor at (888) 391-2214, ext. 1 or lmillisor@craorg.com for further information.

Register Now

May 26, 2011

Atlanta, GA
Ford & Harrison Conference
Center (BB&T Atlantic Station)
8:30am – 4:30pm

June 22, 2011

Houston, TX
(location to be announced)
8:30am – 4:30pm

Who should attend

- **Human Resource Professionals**
- **Security & Loss Prevention Managers**
- **Attorneys & In-house Counsel**
- **Risk Managers**
- **EAP & Mental Health Professionals**
- **Corporate Executives, Managers & Supervisors – anyone involved in the decision-making process for their organization.**

Course Outline

- I. Basic Principles & Common Mistakes: What We've Learned
- II. The Essential Ingredients for a Successful Program
- III. Assessing the Risks – When to Sound the Alarm
- IV. The Response Process: What Are Your Options?
- V. Keeping Yourself Safe: Risk Containment/Control Techniques
- VI. Conducting Safe Terminations
- VII. Critical Legal Issues
- VIII. Employee Stress, Mental Health and Suicide Concerns
- IX. The "Difficult" Employee, and Other Common Patterns
- X. Employee Training Programs
- XI. After the Event: What If Something Goes Wrong?
- XII. Case Studies - "Real World" Scenarios

About the Trainers

Critical Response Associates

Critical Response Associates (CRA) is a national network of consulting psychologists and behavioral specialists who specialize in the general areas of threat assessment and crisis management. Our core services generally involve consultation and intervention in high-risk incidents involving threats of violence. We help organizations quickly and safely resolve and/or manage the events and conflicts that are disruptive, costly or potentially dangerous. In recent years, CRA has expanded its services to include prevention programs and training materials, developed based on what we have learned through our experiences in literally thousands of these cases. For more information about us, visit our website www.craorg.com



Marc McElhaney, Ph.D.

Dr. Marc McElhaney will serve as the primary presenter for this workshop. He is the CEO of Critical Response Associates and is the author of the textbook entitled, *Aggression in the Workplace: Preventing and Managing High-Risk Behavior*. As a Consulting Psychologist and certified Mediator, Marc works exclusively in the areas of threat assessment, critical incident management and conflict resolution. Since 1977, he has consulted with hundreds of international organizations regarding the assessment, management and resolution of high-risk incidents. He also assists corporations, developing workplace violence policies, crisis response programs, and employee training programs.



Chad Shultz

Chad Shultz is our legal expert and will address the critical and relevant legal issues for this program. Based in Atlanta, Chad has represented management in state and federal court in 29 states during his 20+ years with the Labor and Employment law firm of Ford & Harrison. In particular, Chad advises clients on avoiding litigation and managing lawsuits through proactive policies and supervisor training. He recently co-authored the book entitled, *Manage Your Employees or Get Out of the Way: Ten Rules for Preventing Lawsuits* and also develops manager training.



John Manelos

John Manelos is Vice President of Security and Crisis Management for BP's Gulf Coast Restoration Organization, where he has served as a corporate security professional for the past 27 years. He has a wide range of international and domestic experience, having lived and worked abroad supporting BP's global operations. He is BP's subject matter expert on workplace violence and developed their workplace violence policy and training program. John has been involved in countless workplace violence cases and has provided training throughout BP's domestic and international operations. John has a Master of Science degree in Conflict Management and is a certified Mediator.



Carol Beavers, Ph.D.

Dr. Carol Beavers is a executive management coach and consultant who develops strategies for helping management deal with crises within their organizations, in addition to providing counseling to impacted employees. She provides training throughout the United States in regard to harassment, workplace violence and critical incident management. Carol has worked with numerous governmental and private organizations and served as a consultant to companies impacted by the Oklahoma City bombing, the Atlanta "Day Trader" shooting, and the NYC World Trade Center attack. She has appeared on CNN and the Fox Network and regularly appears on local media, as the crisis expert following high profile events.

Critical Response Associates LLC.

Specializing in crisis and conflict management

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