

The Hebrew University of Jerusalem

Syllabus

WORKPLACE VIOLENCE - 61869

Last update 25-10-2019

HU Credits: 2

Degree/Cycle: 1st degree (Bachelor)

Responsible Department: Criminology

Academic year: 0

Semester: 1st Semester

Teaching Languages: Hebrew

Campus: Mt. Scopus

Course/Module Coordinator: Judy BenDalak (PH.D)

Coordinator Email: judy-ben@zahav.net.il

Coordinator Office Hours: Monday 13:00-14:00

Teaching Staff:

Dr. Judy Bendalak

Course/Module description:

Violence occurs in a variety of social settings. Over the past decades attention is drawn to the phenomenon of violence in workplaces.

This course will examine the major types of violence, with emphasis to the attacker's link to the workplace : (1) . When the attacker has no legitimate relationship to the workplace and intends to commit a crime (for example violent robbery). In this case taxi drivers, supermarket workers or gas stations are at greater risk.

(2). When the attacker is a consumer / service recipient (For example, violence directed against employees of the public health system like medical staff. other examples are social services and public employees (social workers, police officers or municipal inspectors.

(3).When the attacker is an employee or a former employee. In this case, the attacker can use verbal/physical violence or threaten the manager of the workplace or even another employee.

Course/Module aims:

The course will address aspects that contribute to the occurrence of violence in workplaces and profile of the attacker and the victim (especially the title, seniority, gender, etc.), while critical discussion of various theoretical approaches relating to this issue.

Learning outcomes - On successful completion of this module, students should be able to:

The student will recognize the main types of violence at work.

The student will recognize the profile of the offender and the profile of the workplace victim.

The student will understand the theories relating to this issue and effective ways to prevent workplace violence.

Attendance requirements(%):

90%

Teaching arrangement and method of instruction: Frontal

Course/Module Content:

* An overview of the phenomenon of violence in the workplace and research.

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- * *Consequences of violence against workers.*
 - * *Examination of the main types of violence, referring the attacker's connection to the workplace.*
 - * *Theoretical approaches to explain the issue of violence in the workplace.*
 - * *Aspects that contribute to the occurrence violent incidents in the workplace.*
 - * *Profile attacker*
 - * *Profile victim*
 - * *Feeling of victimization among workers exposed to violence, the effects of this in terms of employees and the workplace.*
 - * *Tools to deal effectively with workplace violence.*
 - * *Aspects of policy in workplaces.*

Required Reading:

Ariel, B., Newton, M., McEwan, L., Ashbridge, G. A., Weinborn, C., and Sabo Brants, H.

(2018). Reducing Assaults Against Staff Using Body-Worn Cameras (BWCs) in Railway Stations, Criminal Justice Review, XX(X): 1-18.

Barling J. Dupré K. E. and Kelloway E.K. (2009), Predicting Workplace Aggression and Violence, Annual Review of Psychology, 60, 671-692

Cohen L. Marcus F. (1979), Social Change and Crime Rate Trends: A Routine Activity Approach, American Sociological Review, 44(4), 588-608.

Copeland D., Henry M. (2018), The relationship between workplace violence, perceptions of safety, and Professional Quality of Life among emergency department staff members in a Level 1 Trauma Centre, International Emergency Nursing, 39: 26-32.

Couto M.T. Lawoko, S. Svanström, L. (2009), Exposure to Workplace Violence and Quality of Life among Drivers and Conductors in Maputo City, Mozambique, International Journal of Occupational and Environmental Health, 15, 299-304.

De Cordova F., Berlanda S., Pedrazza M., and Fraizzoli M. (2019), Violence at School and the Well-Being of Teachers. The Importance of Positive Relationships, Frontiers in Psychology, 10, 1-9.

Dompierre J. Laliberté D. Girard S.A. Gignac S. (2008), A qualitative and quantitative evaluation of an experiment for preventing violence in the workplace, European Review of Applied Psychology, 58, 275-283.

Dupré, K. E., Dawe, K. A., and Barling, J. (2014). Harm to Those Who Serve: Effects of Direct and Vicarious Customer-Initiated Workplace Aggression. Journal of Interpersonal Violence, 29(13): 2355 – 2377.

Fischer, T., Van Reemst, L., De Jong, J. (2016). Workplace aggression toward local government employees: target characteristics, *International Journal of Public Sector Management*, 29(1): 30 – 53.

Granek, L., Ben-David, M., Bar-Sela, G., Shapira, S., Ariad, S., (2018), “Please do not act violently towards the staff”: Expressions and causes of anger, violence, and aggression in Israeli cancer patients and their families from the perspective of oncologists, *Transcultural Psychiatry*, 0(0): 1-25.

Landau S. F. Bendalak Y. (2010), *The Role of Individual, Situational and Interactional Factors In Violence: The Case of Personnel Victimization In Hospital Emergency Wards*, *International Review of Victimology*, 17, 97 - 130.

Landau S. F. Bendalak Y. (2008), *Personnel Exposure to Violence in Hospital Emergency Wards: A Routine Activity Approach*, *Aggressive Behavior*, 34, 88-103.

Landau, S. F., Bendalak, Y., Amitay, G., Marcus, O., (2018), "Factors Related to Negative Feelings Experienced by Emergency Department Patients and their Accompanying Persons: An Israeli Study", *Israel Journal of Health Policy Research*, 7: 6.

Lasthuizen, K., Paanakker, H. (2016). Combatting workplace aggression in detainee transport: the Dutch case. *International Journal of Public Sector Management*, 29(1): 11 – 29.

Lown B. A. and Setnik G. S. (2018). Utilizing compassion and collaboration to reduce violence in healthcare settings, *Israel Journal of Health Policy Research*, 7: 39.

Perkins C., Beecher D., Aberg D. C., Edwards P. and Tilley N. (2017), *Personal security alarms for the prevention of assaults against healthcare staff*, *Crime Science*, 6: 11.

Ramacciati N., Ceccagnoli A., Addey B., Lumini E., Rasero L. (2017), *Violence towards emergency nurses: A narrative review of theories and frameworks*, *International Emergency Nursing*.

Van Reemst, L., & Fischer, T. F. C. (2019). Experiencing external workplace violence: Differences in indicators between three types of emergency responders. *Journal of Interpersonal Violence*, 34(9), 1864-1889.

Van Reemst, L., Fischer, T., Zwirs, B. (2015). Response decision, emotions, and Victimization of police officers. *European Journal of Criminology*, 1-23.

Van Reemst, L., & Jongerling, J. (2019). Measuring and Modelling Exposure to External Workplace Aggression in Three Types of Emergency Responders. *Journal of Interpersonal Violence*. doi: 10.1177/0886260519847780

Wassell J.T. (2009), *Workplace Violence Intervention Effectiveness: A Systematic Literature Review*, *Safety Science*, 47, 1049-1055.

Weisburd, D. (2012). *Bringing social context back into the equation: The importance of social characteristics of places in the prevention of crime*. *Criminology and Public Policy*, 11(2): 317-326.

Xerri, M., Farr-Wharton, R., Brunetto, Y., Lambries, D. (2016). *Work harassment and local government employees: Australia and USA*. *International Journal of Public Sector Management*, 29(1): 54 – 71.

Additional Reading Material:

Bishop V. Cassell C.M. Hoel H. (2009), *Preserving masculinity in service work: An exploration of the underreporting of customer anti-social behaviour*, *Human Relations*, 62, 5-25.

Bowman B. Bhamjee F. Eagle G. Crafford A. (2009), *A qualitative study of the multiple impacts of external workplace violence in two Western Cape communities*, *South African Journal of Psychology*, 39, 300-313.

Chapman R. Styles I. Perry L. Combs S. (2010), *Examining the characteristics of workplace violence in one non-tertiary hospital*, *Journal of Clinical Nursing*, 19, 479-488.

Eck, J., Clarke, R. V., and Guerette, R. (2007). *Risky facilities: Crime concentration in homogeneous sets of establishments and facilities*. *Crime Prevention Studies*, 21: 225-264.

Guerette, Rob T. and Kate J. Bowers. (2009). *Assessing the Extent of Crime Displacement and Diffusion of Benefits: A Review of Situational Crime Prevention Evaluations*. *Criminology*, 47(4), 1331-1368.

Koritsas S. Coles J. Boyle M. (2010), *Workplace Violence towards Social Workers: The Australian Experience*, *British Journal of Social Work*, 40, 257-271.

Mayhew C. Chappell D. (2007), *Workplace violence: An overview of patterns of risk and the emotional/stress consequences on targets*, *International Journal of Law and Psychiatry*, 30, 327-339.

Scalora M.J. Washington D.O. Casady T. Newell S.P. (2003), *Nonfatal Workplace Violence Risk Factors: Data from a Police Contact Sample*, *Journal of Interpersonal Violence*, 18, 310-327.

Spector P.E. Coulter M.L. Stockwell H.G. Matz M.W. (2007), *Perceived violence*

climate: A new construct and its relationship to workplace physical violence and verbal aggression, and their potential consequences, Work and Stress, 21, 117-130.

Stark, R. (1987). Deviant places: A theory of the ecology of crime. Criminology, 25(4), 893-910.

Steffgen G. (2008), Physical violence at the workplace: Consequences on health and measures of prevention, European Review of Applied Psychology, 58, 285-295.

Waddington P.A.J. Badger D. Bull R. (2005), Appraising the Inclusive Definition of Workplace Violence, The British Journal of Criminology, 45, 141-164.

Winstanley S. Whittington R. (2002), Anxiety, burnout and coping styles in general hospital staff exposed to workplace aggression, Work and Stress, 16, 302 – 315.

Grading Scheme:

Additional information: