PWI
Professional
Workplace
Interaction, Inc.

A PWI Managed Solution for
Schools and Universities

Workplace Violence Prevention

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"Dedicated to the development of a safer and more productive workplace"®

This document is advisory in nature. It is offered as a resource to be used together with your legal and professional insurance advisors in maintaining a loss prevention and risk reduction process or program. No other liability is assumed by reason of the information this document contains.

Source of statistics: Northwestern Mutual Life Insurance Study on Workplace Violence, U.S. Department of Justice, U.S. Department of Health and Human Services, U.S. Department of Labor, National Safe Workplace Institute, National Institute for Occupational Safety and Health (NIOSH)

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INTRODUCTION

Dear Friend and Leader,

Professional Workplace Interaction, Inc. was established in 1997 for the purpose of research and evidence-based process development, designed to address many of the difficult employment related issues facing corporations, schools, private businesses, and government agencies.

PWI evidence-based services include; live and web-based training, in the areas of *Leadership, Business Continuity* and *Behavioral Risk Management*. These services include best practices focusing on influencing performance improvement, risk reduction, business continuity planning services and project management software tools. All of our products and services are designed to give *Business Value, Tactical Value, Strategic Value offering Continuous Improvement* with a clear understanding and focus on *Return on Investment (ROI)*.

Our solutions are designed to be efficient, effective and closely mirror our client's visions, goals and objectives.

Effective service level attainment or revenue production is derived from a balanced process that is enhanced by a total commitment by everyone associated with the business internally and externally.

The better all employees in an organization collectively and effectively become part of this process, with the least detractors, the more success can be attained.

David A Smith

Our clients include large Fortune 500 and international companies, schools, universities, health care providers and government agencies, as well as, small, privately held businesses and private schools. PWI professionals have conducted training and provided consultation for all levels of expertise from entry-level employees to corporate presidents and CEO's.

Professional Workplace Interaction is prepared to give organizations of all sizes such guidance and state of the art training. Our goal is to serve our clients and meet their specific needs. All of our trainings and services can be customized to fit your organization's current goals, objectives and culture.

PWI is proud to offer the talents of some of the best-prepared professionals in the United States. They possess backgrounds and expertise that exceed the offerings listed in this brochure. If you are in need of a specific topic that is not listed please let us know.

All of us at PWI look forward to using our decades of experience to tailor a training program that fits your organization's specific needs.

Sincerely,

David A. Smith
Founder

EXECUTIVE SUMMARY

Acts of workplace violence continue to occur at an alarming rate. And threats of violence are even more pervasive. Former employees, family members, angry teachers or staff, troubled students, distraught parents, customers, and strangers have led many people to experience a diminished feeling of safety and security while at school. Schools have numerous risk factors to consider.

The risk factors- Schools and Universities

Teachers, staff and students face an increased risk of school-related assaults stemming from several factors. These include but are not limited to the following:

- The prevalence of handguns and other weapons among students, their families or friends.
- The increasing frustration on some campuses with students who display violent behavior.
- The increasing number of acute and chronically mentally ill students not receiving care for mental health issues.
- The availability of drugs or money at school or university campuses, making students likely robbery targets.
- Factors such as the unrestricted movement of the public on some campuses that leads to increased safety issues.
- The increasing presence of gang members, drug or alcohol abusers or distraught parents.
- Low staffing levels during times of increased activity such as before or after school hours or at lunch times.
- Isolated classrooms on some campuses.
- Solo work, often in remote locations with no communication devices or alarm systems (this is particularly true in high-crime settings).
- Lack of teacher and staff training in recognizing and managing escalating hostile and assaultive behavior
- Poorly lit parking areas.

School violence can cost employers billions of dollars in lost productivity and attrition, unwanted and uncontrolled media exposure, increased workers' compensation claims, increased medical claims, and expensive litigation. Even more dollars are lost through increased mental health claims, and more lost productivity, resulting from the severe stress of working in an environment where there is a perceived threat of violence.

BUILDING ON A HISTORY OF SUCCESSFUL PERFORMANCE

Established in 1997, PWI clients include large Fortune 500 and international companies, schools, universities, health care facilities and government agencies, as well as, small, privately held businesses and private schools. PWI professionals have conducted training and provided consultation for all levels of expertise from entry-level employees to corporate presidents and CEO's.

Employment law litigation is the fastest growing component of legal challenges facing employers. Fortunately, awareness of school violence through training and the proactive implementation of preventive steps can drastically reduce a school district or university's future exposure to employment claims and lawsuits. The most effective school violence prevention programs are ongoing with consistent training, organization-wide communication with responsive incident reporting, assessment, and timely proactive response.

Addressing the problem of school violence is complicated because it has many sources and organizations have different levels of risk. Proactive steps can dramatically reduce the risk of school violence, harm to employees and students, litigation, and future legal claims. PWI offers healthcare providers proven methods to reassure administrators, teachers and staff, minimize the risk of crises, and effectively address incidents when they do occur.

The Solution

PWI Workplace Violence Prevention Services help you minimize both the human and the business costs of school violence by providing you with the tools to prevent and respond to threats of violence. We help you learn to recognize specific warning signs and work with you to prepare your school by creating and implementing an incident response team to defuse threats of violence and avoid injury or disaster.

PWI's Workplace Violence Prevention Services is a top-to-bottom solution that helps you develop and implement a school violence prevention strategy that includes crisis response teams, violence prevention training, policy and procedures consultation, and threat assessment services. Working with your internal experts, PWI helps put you in control of potentially volatile situations, reducing the risk of unintended consequences. In order to appropriately minimize the risk or respond to school violence, every organization needs to have a comprehensive school violence prevention program.

PWI provides schools of all sizes access to our years of experiential expertise and professional capabilities. We look forward to helping you tailor a program that fits your school's specific needs.

The PWI Difference

In the next few pages, you will find descriptions of our School Violence Prevention Services. You will also discover the PWI difference: we empower exceptional people to serve you and your employees; we use leading-edge technology to maximize your investment; and we make excellent quality a measurable constant in your PWI experience. We look forward to discussing the difference we can make for your school.

PWI — A TRUSTED PARTNER

As a trusted partner, PWI will help you manage the risk faced by your school every day.

SOLUTIONS

PWI delivers a comprehensive risk management program that provides a flexible suite of service options that delivers top-to-bottom solutions to help plan for, or manage a potentially violent school situation. We work with each individual customer to determine how our capabilities meet identified campus needs. Together, we will create a program for you that meet your needs.

PWI School Violence Risk Reduction Process includes team development, training, establishing policies and procedures, violence vulnerability audits and threat assessment consultation services.

Only motor vehicles and machines account for more occupational deaths from injury then occupational homicides.

VIOLENCE RISK REDUCTION – PWI's 10 ELEMENT PROCESS

The underlying contribution goal is the same as creating a working and learning environment that ensures that employees realize their highest potential; allowing the school as a whole to meet future challenges by elevating leadership excellence. True leadership excellence cannot be fully achieved without properly addressing behavioral risk issues. When issues of behavioral risk are ignored and not proactively addressed, they are then considered condoned by the school and over time become rooted in the school's culture.

Many of the seemingly less significant inappropriate behaviors that are often ignored or dismissed are actually detractors to leadership excellence achievement and increase risk. The inappropriate behaviors, when perceived as being condoned, will rarely be reported. Early and timely actions will not be taken when the risk of physical or psychological harm is lower, thus increasing risk and exposure.

Violence prevention must be a set of ongoing processes, not a once in a while checklist program or project. Relegating the behavioral risk of violence to merely something for the principal, dean or human resource department to handle is not the most effective solution.

The impact of violence is more profound than often thought. Awareness, responsiveness and buy-in at the top levels is necessary to stimulate more informed, proactive and cost effective decisions that will reduce risk and increase safety and productivity. In addition to the principal, dean and HR, other key contributors to this risk reduction effort should be risk managers, security, legal, a threat assessment professional and parent groups or alumni. PWI's 10 Element Process is listed below.

1. Establish a Violence Threat & Incident Response / Crisis Management Team (Your internal violence prevention resource)

A properly trained and led team is one of the most important and critical elements of any school protection process. Participants should receive professional training and market accepted methods and receive the tools to direct the school violence prevention initiative. Team members will administrate, communicate, assess, investigate and develop actions plans. They will maintain the established school violence prevention policies, procedures and guidelines school, district or campus-wide.

2. Actively Utilize Proactive Prevention Procedures

Proactive internal prevention procedures at a minimum should include but are not limited to:

- **Violence Prevention Team Regularly Meets**
- **Vulnerability Assessment by Location**
- **Organizational Learning Includes Violent Risk Reduction**
- **Communicate Violence Prevention Elements**
- **Threat Assessment**
- **Consistent Intervention Action**
- **Consistent Monitoring of At-Risk Situations**
- **Consistent Effective Hiring Procedure**
- **Customer Consideration**
- **Vendor-Contractor Compliance**
- **Intruder Deterrents**
- **Disaster Preparedness**
- **Business Continuity Planning**

3. Violence Vulnerability Assessment™

The PWI Violence Vulnerability Assessment management tool evaluates the degree of compliance, processes and activities of an organization against pre-determined reference standards. Violence prevention experts developed the standards. It includes OSHA guidelines and the assessment of specific criteria related to health care organizations, schools, business and industry.

Having a written plan is important; however the major benefit to the organization comes from the planning process.

David A. Smith, Founder

Professional Workplace Interaction, Inc.

4. Establish a Violence Policy, Procedures and Protocols

Policy

Research suggests that 90-95% of the population will acquiesce to the expectations of authority when those expectations are made clear.

Research suggests that 90-95% of the population will acquiesce to the expectations of authority when those expectations are made clear. Make sure principals and deans know your school's policy on violence and convey it to employees and students under their supervision.

Procedures

When dealing with school violence, be proactive and create policies and procedures that are systematic, communicated effectively and consistently throughout the organization. Proper planning and implementation can prevent incidents and lessen their impact by encouraging early reporting and action.

Protocols - Early Reporting and Action

Include articulated protocols that will allow for immediate and appropriate response depending on the circumstances.

5. Include Professional Threat Assessment

Threat assessment professionals, through their assessment interviews, often identify additional risk factors and warning signs originally not considered relevant or important. This better identifies the risk and contributes to the development of a plan of action.

- Conduct assessment interviews; review related documents
- Identify and evaluate displayed behaviors
- Identify and evaluate displayed warning signs
- Assess the risk factors
- Determine the potential risk to others and the school
- Develop a plan of action

A key to successful intervention is early identification. Combining effective complete school-wide violence training and threat assessment services is an effective method of reducing risk.

PWI ThreatAssessment™
Violent Threat Analysis and Response Plan

PWI BusinessLeadership™
Leadership & Executive Development

6. Organizational Learning - Training and Communication

WPV Understanding and Reducing the Risk Training

Principals, deans, teachers, staff and students are often the eyes and ears of the organization. The first training step in reducing the risk of violence is effectively conveying a clear understanding of the early indicators and warning signs of violence and the significance of early reporting. This is best when conducted throughout the school from entry level employees to senior administrators. This helps promote the desired communication and incident reporting to a responsible member of the administration within the school; allowing early and timely preventative actions. Second is intervention and diffusing possible incidents. At **Stage One and Two** diffusing can and should come from the immediate administrators, teachers and staff. They should have proper training on appropriate methods of diffusing, when to use the techniques and when to seek assistance.

In addition to diffusing, administrators and teachers have the additional responsibility of making certain that the incident is recorded and passed up through the chain of command. This is of vital importance. A school can not track violent incidents if the information is held in a vacuum.

Training and Communication for Stage Three

Stage Three is no longer potential violence. It is actual violence. Individuals have been injured attempting to intervene in situations for which they are not prepared. Stage Three incidents require the assistance of law enforcement, and or mental health professionals.

7. Campus-Wide Collaboration

For the Violence Threat & Incident Response / Crisis Management Team it is invaluable to have your risk management tools at your fingertips in a form that is easy to share and update? It should be in an easy to use go to source for team members to administrate, communicate, assess, investigate and develop actions plans. Effective campus-wide collaboration will help keep track of training, incidents, proactively mitigate risk, improve process performance, reduce down time and help keep your School Violence Prevention process alive and active.

8. Incident Response

Timely, effective and appropriate incident responses can greatly reduce risk. The necessary action steps vary depending on a variety of circumstances and the stage/level of inappropriate behavior exhibited. Incident response protocols should be defined in advance and well articulated.

PWICollaboration Software™

Business Value

The most important business value of the PWICollaboration Software is derived through the analytics and decision making that is enabled through a single focused framework for solving risk exposure.

This is achieved through the ability to consolidate elements of your enterprise risk management processes enabling enhanced decision making.

9. Evaluate Process Efficiency

The members of the Violence Threat & Incident Response / Crisis Management Team should conduct assessments as to the effectiveness of the Violence Prevention Initiative Process. School administration members should receive a brief questionnaire within eight to ten months following implementation of the violence prevention efforts at their area. The content of the questionnaire will focus on assessing understanding of the support process and materials provided by the TIR/CMT, as well as specific questions addressing future needs or concerns administrators or teachers may have.

An employee survey with WPV specific questions can be incorporated into any existing employee survey intended to improve the working environment. These survey selected items are designed to monitor how safe and secure employees perceive themselves to be and to what extent to they believe the momentum is improving or declining in their work areas.

In addition, the TIR/CMT tracks the number and category of incidents reported, the outcomes achieved, as well as the directional trend.

10. Keeping the Process Alive

Remember that violence prevention must be a set of ongoing processes, not a once in a while checklist program or project. Team member, administrator/teacher and employee turnover is just one reason WPV prevention must be kept up to date and alive. As in any other risk management effort there must be continuous improvement and the ability to address new issues or risks that present themselves. For example before Oklahoma City and 9-11, terrorism was included in WPV risk reduction efforts but now is given much higher consideration and planning.

BEHAVIORAL RISK MANAGEMENT- TRAINING

Overview – Workplace/School Violence –Reducing the Risk

Far too often, there is misunderstanding about what organizations can or should do to reduce and manage the risk of violence in the workplace, healthcare facilities and our schools. The good news is that much can be done to reduce the risk. Research on workplace violence has shown that warning signs and detectable inappropriate behaviors usually precede acts of violence. Schools should train administrators, support staff, teachers, and students to recognize these danger signals, enabling them to provide intervention or seek assistance before problems escalate.

On-site & Consultative Solutions

Live Training and Professional Services include:

Violence Prevention Team Training

◇ **Threat & Incident Response / Crisis Management Team Training:** This team is one of the most important and critical elements of any school protection plan. Participants receive the training and tools to direct the school-wide school violence prevention initiative that administers, communicates, and maintains the established school violence prevention policies, procedures and guidelines.

Executive Briefing

◇ **Executive Briefing – Understanding the Risk**: PWI will conduct a briefing for your executive staff outlining the urgency of the topic, the necessity of a proactive approach, the legal liability, and cost of violence to employers and the expected results of implementing a program.

Administrator/Teacher/Staff and Employee Training

◇ **Administrator/Teacher/Staff and Employee Training:** Administrator/teacher/staff and employees are often the eyes and ears of the campus. PWI can train them to recognize inappropriate behaviors/risk factors, warning signs, and to understand the importance of early reporting and intervention.

Frontline Employee Training

◇ **Potentially Violent Students, Parents, and Intruders:** This training is designed for employees who interact with the above persons on a daily basis. It prepares employees to effectively handle difficult, angry, hostile and potentially violent individuals or situations. Intruder deterrents and reaction measures are presented. Every situation is different. Individuals will need to assess themselves and the situation to determine the safest course of action. Some general tips are offered for mental rehearsal.

PWI Custom Designed and Blended Learning

PWI's *Online Learning Center* titles can be combined with our live training and supported by our professional assessment and best practices services.

Addressing the problem of school violence is complicated because it has many sources and schools have different levels of risk. Leadership and proactive steps can dramatically reduce the risk of school violence, harm to employees an students, litigation, and future legal claims.

David A. Smith

BEHAVIORAL RISK MANAGEMENT- PROFESSIONAL SERVICES

Overview – Risk Reduction Professional Services

PWI offers much more to support our live and online training offerings. PWI can provide professionals with decades of experiential expertise in areas of business administration, psychology, psychiatry, education, legal and law enforcement. Our trainings are supported by experts available 24 hours/7days a week for consultation on difficult behavioral risk issues.

On-site & Consultative Solutions

Professional Services include:

Threat Assessment

◇ **Threat Assessment Consultation Services:** Former employees, parents, angry, distraught students and strangers have led many people to experience a diminished feeling of safety and security while at school. PWI is one of the few organizations in the country that provides 24-hour, 7-day a week threat assessment consultation services.

Professional Coaching

◇ **Professional Coaching Services:** Individual executive management level coaching which addresses specific identified issues of concern to the campus. Coaching sessions are custom tailored to fit the individual and the situation.

Psychological First Aid and Resiliency

◇ **Psychological First Aid Support Services:** Research has shown a dramatic decrease in productivity, within organizations, following a traumatic incident. PWI can provide Psychological First Aid Support Services to facilitate quick organizational recovery from critical incidents and lessen the accompanying distractions.

Expert Witnesses

◇ **Expert Witness Services:** PWI can provide professionals that are qualified to serve as experts on the topics of School Violence, Harassment, Discrimination, and other Human Behavioral Risk Issues.

Employee Handbook, Policy & Procedure Development

◇ PWI professionals can assist in the development of your Employee Handbook

◇ PWI professionals can assist in Policy and Procedure Manual Development

There are many not so obvious inappropriate behaviors, actions, statements, events and incidents that are often not understood or even considered when evaluating the potential risk of violence in the workplace.

Threat assessment professionals often identify, through their assessment interviews, additional risk factors and warning signs originally not considered relevant or important. This better identifies the risk and contributes to the development of a plan of action.

Dr. Roberta S. Flynn

VULNERABILITY ASSESSMENT SERVICES

Overview – Vulnerability Assessment

A core mission of the Department of Homeland Security is reducing the vulnerability of critical infrastructures, key assets and national icons to acts of terrorism. With the increase in the nature of these risks and threats faced by organizations today, the need for Physical On-Site and Facilities vulnerability assessments has become a critical element in managing the overall risk associated with an organization's assets and business continuity efforts.

Terrorism Vulnerability Assessment

◇ Terrorism Site Assessment: Conducting terrorism vulnerability assessments involves gathering data associated with each location's and venue's risk factors and assuring that the appropriate proactive controls and preventive measures are in place to mitigate identified risks. Following the completion of the assessment, PWI professionals will complete a statistical analysis, using the PWI Vulnerability Index. This index provides a ranking of vulnerability aspects and helps the organization determine which threat elements pose the greatest risk. Assessments customized to the venue or public event purpose include but are not limited to, potential threats, terrorist objectives, threat streams and available protective measures.

Violence Vulnerability Assessment

◇ **Violence Exposure Site Assessment:** This PWI management tool evaluates the degree of compliance, processes and activities of an organization against pre-determined reference standards. Violence prevention experts developed the standards. It includes OSHA guidelines and the assessment of specific criteria related to healthcare, schools, businesses and industry.

Recognizing the need to work within budgets, PWI will also review your existing emergency plans and incorporate your current procedures into our recommendations when appropriate.

PWI Services puts employers in touch with a highly trained threat assessment specialist who helps them assess situations and guide them through steps to manage or mitigate adverse circumstances.

There are actually four perpetrator types to consider with varying proactive/ reactive actions that can be taken when developing a plan to manage workplace violence risk.

BUSINESS CONTINUITY & EMERGENCY RESPONSE

Overview - Business Continuity-Disaster Business Recovery Planning to Enhance Survival and Business Continuation:

In the event of widespread emergencies, such as earthquakes, tornados, hurricanes or domestic terrorism, normal government resources may not be available. Campuses may need to be self-sufficient for a period of time or may be needed to provide shelter or medical care to the surrounding community.

Many organizations start out by saying that disaster planning is an IT problem. The recovery of hardware, applications and the infrastructure is an IT problem. However, business continuity is a much broader task. It is actually a general business problem. IT is a tool that is used by the business to

support the critical functions of the business. The business leadership needs to set the priorities for IT, or IT needs to get the buy-in from business leadership of what the true priorities should be. Setting priorities can be established through a Business Impact Assessment and Analysis (BIA). This must be done before any IT recovery strategy can be decided.

PWI's Comprehensive Business Continuity and Disaster Planning Services are designed to provide assessments, analysis and specific readiness guidelines for protecting employees, students and school facilities, IT and business continuation issues.

Business Continuity

The PWI Business Continuity Planning Service is designed to assist campuses and schools in their forward thinking and planning from an overall business perspective. Our Business Continuity Planning Services are designed to give *Business Value, Tactical Value, Strategic Value offering Continuous Improvement* with a clear understanding and focus on *Return on Investment (ROI).*

In the event of unforeseen, significant change in the business environment, pre-planning is a must. To assist PWI has developed continuity planning tools using best practices, our own experiential expertise and numerous federal, state and international sources. Our goal is to identify areas of vulnerability so our clients can make preparations and to consider/make advance potential decisions regarding how to manage and respond to unfolding events. We want to identify important roles, considerations and specific activities school campuses can do in advance to prepare.

PWI Business Continuity planning incorporates policies and procedures that often exceed those set forth in county and state Disaster Preparedness guidelines, and include information from federal agencies, (OES, FEMA) for dealing with disasters, the U.S. Department of Defense, U.S. Department of Energy, U.S. Department of Education and law enforcement agencies, (local, FBI, DOJ).

Disaster Preparedness

This necessary service provides information on hazards identification; assessment of their impact; evaluation of evacuation routes and the importance of holding regularly scheduled drills for a variety of disasters. Information about critical supplies and equipment to assemble in the planning phase is addressed.

PWI comprehensive plans include employee orientation / suggested training in the nature and extent of disasters and what employee roles should be before, during and in the recovery phase of a disaster.

Emergency Response

Other areas of the planning process include effective emergency communications, responses and, procedures for 15 to 20 specific types of emergencies. The plan outlines employee and student information campaigns and the formation of emergency crisis teams and their functional responsibilities. Additionally, the plan describes establishing effective relationships with local law enforcement, fire and other emergency personnel in the pre-planning phase and during actual critical incidents. Personal preparedness during various disasters is also considered.

This planning process emphasizes the ability of businesses to recover from disasters and continue as functional organizations by implementing their business continuation plans. Recommendations are suggested to help organizations reach this critical goal.

"Plans are meaningless.

Planning is everything."

Dwight David Eisenhower

PWICOLLABORATION SOFTWARE

PWICollaboration Software.™

Overview - World-Class Readiness

As a leader responsible for others, wouldn't it be invaluable to have your Enterprise Risk Management (business continuity, disaster preparedness plans & protocols, response options and recovery resources) at your fingertips?

PWICollaboration is designed to help manage any factor that represents a threat to an organization attaining its strategic objectives. PWICollaboration, a world class tool, will give your leaders, decision makers, safety managers, and first responders the ability to save lives in California from Boston, across town or from around the world during or following a catastrophic event. Critical resources and up to date information will be at your command the first time and every time you have a significant problem or incident. Installation will provide a go to source for standard operating procedures that will help mitigate risk, improve performance, and reduce down time.

Business Value

The most important business value of the PWICollaboration Software is derived through the analytics and decision making that is enabled through a single focused framework for solving risk exposure.

This is achieved through the ability to consolidate elements of your enterprise risk management processes enabling enhanced decision making.

Business Continuity Readiness Solutions

Helping your internal experts become even more effective.

  ◇ **Business Continuity – PWICollaboration Software:** There is no question a well constructed disaster preparedness plan will reduce loss of life, mitigate campus risk, and facilitate getting back on track after a disaster strikes.

The deciding questions then become:

  ◇ Does it provide real value?

  ◇ Is it easy to use?

  ◇ Does it cover all of my potential risk factors?

◇ Does it keep all related documents together and are they easily accessible?

◇ Does it track individual responsibilities and participation?

◇ Can all of my team members have immediate access?

◇ Will it grow with my school and will future employees be able to benefit from the current expertise of teamwork contributions?

We believe PWICollaboration not only answers all of these questions in the affirmative, but takes a huge step further. Because it is built on a collaboration software platform, it permits customization, ongoing communication and access from remote locations, not to mention a dramatic reduction in the cost of conducting live planning meetings.

Strategic Value

PWICollaboration Software is designed to help manage any factor that represents a threat to an organization attaining its strategic objectives.

It is designed to help reduce an organization's operational variability, producing more predictable financial results.

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ONLINE WEB-BASED TRAINING

Overview – Online Training

PWI offers complete turnkey solutions for numerous workplace issues through online training. We can customize any aspect of this solution to fit your specific needs.

Learning Center CUSTOMIZATON OPTIONS

The Learning Center can be customized for you or your client's specific needs.

◇ *Interface:* The color scheme, layout and logo can be customized.

◇ *Functionality:* The Learning Center is built using .NET technology, so adding new features and functionality, adjusting current naming standards, adding reports, and integrating with HR, ERP, CRM or other systems is easier than you think.

◇ *Installation*: Our Learning Center is a Hosted Solution, but can also be installed locally, behind your firewalls. The Learning Center can also manage all of your training needs, including instructor–led training, live, synchronous, on-demand, third-party and in-house developed courseware.

Courseware

The current titles in the Learning Center can be customized in a variety of ways, including:

◇ *Branding:* The course can be re-branded to your school colors and also include your specific information about policies and procedures.

◇ *Stand Alone:* If you like the courseware in the Learning Center, and already have a learning management system in place, we will work with you to integrate the courses into your system. All of our courses are SCORM 1.2 Compliant.

Custom Courseware

In addition to the courses in this Learning Center, we have the expertise and capabilities to create custom courseware and convert your existing materials.

PWI's *Online Learning Center* titles can be combined with our live training and supported by our professional assessment and best practices services.

PARTIAL LIST OF ORGANIZATIONS SERVED

Overview – Prominent & Diverse Client List

Our clients include large Fortune 500 and international companies as well as small privately held businesses, healthcare, schools and universities. PWI professionals have conducted training and provided consultation for all levels of expertise from entry-level employees to corporate presidents and CEO's.
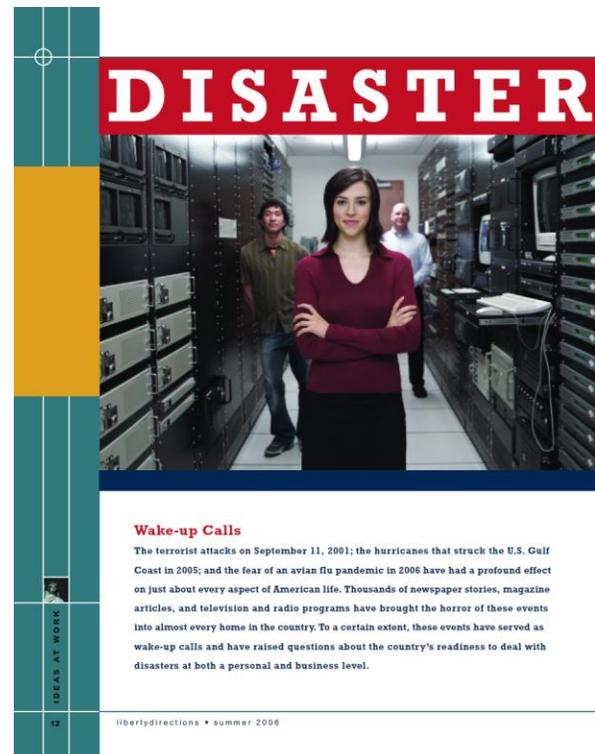
PROMINENT & DIVERSE CLIENT LIST

Atlantic County Utilities Authority	LA County Department of Public Works	San Diego Gas and Electric (SDG&E)
American Society for Safety Engineers	LA Department of Water and Power	San Diego National Bank
Armstrong World Industries	LA Unified School District	San Diego New Car Dealers Association
AXYS Pharmaceuticals, Inc.	LabCorp	San Diego Safety Council
Blue Cross Blue Shield of Massachusetts, Inc.	Law Offices of Fisher and Philips	San Diego State University
Bonita Vista Middle School	Law Offices of Hoge Fenton Jones and Appel	San Marcos Unified School District
California Department of Fish and Games	Law Offices of Littler Mendelson	Santa Fe Springs Chamber of Commerce
California State Fullerton	Law Offices of Morrison & Foerster	San Ysidro Adult School
Central Arizona Project	Liberty Mutual Insurance	Schwan's Sales Enterprises
Ceridian	Liberty Northwest Insurance	SMS Technology
Charles Rivers Labs	Lone Star College District Texas	Society of Human Resource Managers (SHRM)
Children's Hospital	Mar Vista High School	Southern Methodist University
Childcare – Kids R Kids Houston, TX	Marriott	Southwestern Community College
City of Beverly Hills Police Department	MassMutual	Southwest High School
City of Burbank Police Department	MedPartners	Sweetwater Union High School District
City of Riverside Police Department	Montgomery High School	Telamon Corporation
City of San Clemente	Morrison & Foerster, LLP	Tennessee Bar Association
City of Santa Ana	National City Middle School	Texas Christian University
Chula Vista High School	NBC	Texas Safety Association
Cubic Corporation	NRG Energy	The Saber Group
Diversa Corp	Oak Crest Village Nursing Home	The Scripps Research Institute
Doctors Without Borders	Olathe Medical Center	Tops Staffing Services
Duracell	Orange County Fire Authority	Tropicana Hotel and Casino
Eastlake High School	Orange County Transportation Authority	Union Tribune Publishing Company
Ericsson	Oregon School Board Association	United States Food and Drug Administration (FDA)
FCI Automotive	Oxnard School District	United States Postal Service
Federal Bureau of Investigation	Pacific Bell	United States Secret Service
Federal Deposit Insurance Corporation (FDIC)	Palomar High School	US Department of Health and Human Services
Fontbonne College	Professionals In Human Resources Association (PIHRA)	US Navy
Food and Drug Administration (FDA)	Qualcomm Inc.	University of Kansas Medical Center
Francis Parker School	Remy International (Delco Remy)	UST
Granger Middle School	Riverside Unified School District	Valero Energy Corporation
Hard Rock Café International	Rancho Del Ray Middle School	Warner Brothers Studios
Hilltop High School	Sacramento Metropolitan Air Quality Management District	Waterridge Insurance Group
Idaho Association of Defense Attorneys	SAIC	Yamaha Musical Instruments Corporation
LA County Chief Executive Office	St. Vincent's Medical Center	Zenith Insurance

PWI ARTICLES ON WORKPLACE VIOLENCE AND DISASTER PREPAREDNESS FOR LIBERTY MUTUAL

David A. Smith and Roberta S. Flynn

Conference Room

Workplace Violence:
Understanding and Managing the Risk

SIX DEAD IN FACTORY SHOOTING — A HEAVILY ARMED MAN DRESSED IN A BLACK T-SHIRT AND CAMOUFLAGE PANTS WITH A BANDOLIER OF AMMUNITION AROUND HIS SHOULDER BEGAN FIRING ON FELLOW WORKERS. THE GUNMAN KILLED FIVE PEOPLE AT CLOSE RANGE AND WOUNDED NINE OTHERS BEFORE SHOOTING HIMSELF, AUTHORITIES SAID.

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DISASTER

Wake-up Calls
The terrorist attacks on September 11, 2001; the hurricanes that struck the U.S. Gulf Coast in 2005; and the fear of an avian flu pandemic in 2006 have had a profound effect on just about every aspect of American life. Thousands of newspaper stories, magazine articles, and television and radio programs have brought the horror of these events into almost every home in the country. To a certain extent, these events have served as wake-up calls and have raised questions about the country's readiness to deal with disasters at both a personal and business level.

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Click to Read WORKPLACE VIOLENCE Article

Click to Read DISASTER Article

Workplace Violence: Understanding and Managing the Risk

Business Continuity - Disaster Wake Up Calls

Workplace Violence: An Once of Prevention is Worth a Pound of Cure

College and University Campus Violence

PWI Established 1997™
Visionary Leadership & Evidence-Based Solutions