

Recognizing Workplace Violence: Training for Immigrant Workers

辨認職場暴力：移民工人訓練

1

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Training Objectives 訓練目標

2

1. **To recognize workplace violence and the four categories of violence perpetrators** 認識什麼是職場暴力和四種類型的暴力肇事者
1. **To recognize five indicators of escalating behavior and possible coping strategies** 認識五項指標不斷升級的行為和可能的應對策略
2. **To discuss protection strategies using examples for immigrant women workers** 使用實例向移民女工討論一些保護策略
3. **To introduce incident reporting resources for workers** 介紹一些事故報告資源給工人

- **From p.7 of seiu training material. They only worked with hcw, our training is for multiple low-wage industries, so it needs updating.**
- 工作場所的定義是什麼？
- 工作場所是您被指派去工作的任何一個地方，工作任務可以是永久
- 的也可以臨時的。
- 這可以包括建築物和它們的周圍環境（例如停車場）。
- 這也可以包括戶外場地，客戶的住所和往返工作地點的途中。

What is considered a workplace?

什麼是工作場所暴力？

4

- A workplace is any location, either permanent or temporary, where you are assigned to work. This can include buildings and their surroundings (for example, parking lots) 工作場所指的是任何永久或暫時性的工作場所。這可以包括高樓大廈或者周圍的環境（例如，停車場）
- For home care workers, this also includes clients' homes, as well as traveling to and from work assignments 對家居護理工人來說，這包括他們客戶的居家環境。

What is Workplace Violence?

什麼是職場暴力？

5

- Workplace violence is behavior that **verbally or physically threatens, attacks or injures workers** 工作場所暴力是通過口頭或肢體，對工作人員進行威脅、攻擊和傷害的行為。
- Workplace violence extends along a spectrum of severity, ranging from harassment and threats to assault, murder and terrorism 它包括身體攻擊、威脅行為和口頭辱罵。工作場所暴力有一系列的嚴重程度，從騷擾和威脅到攻擊、謀殺和恐怖主義行為。
- Even non-physical forms of violence may cause stress, fear, and negative health effects among victims 即使一些不通過肢體發出的攻擊也有可能使受害者感到壓力，恐懼和產生一些不好的心裡狀況。

What are some examples of Workplace Violence?

什麼是職場暴力的例子？

6

- **Inappropriate remarks such as abusive or offensive language, gestures or other discourteous conduct, delusional statements** 不適當的談話，如侮辱性的和攻擊性的語言、手勢或其它不尊重人的行為、妄想性的言談
- **Psychological/ Emotional abuse or threats** 心理上的或情感上的侮辱或威脅
- **Threatening or obscene phone calls** • 威脅性的或淫穢的電話
- **Disorderly conduct such as shouting, throwing objects, punching walls or slamming doors** 違紀的行為，如大聲喊叫，扔或推東西，擊打牆壁或摔門。
- **Being followed, sworn at, or shouted at** 被跟蹤，辱罵或呼喝。
- **Domestic violence** 家庭暴力
- **Intimidation** 恐嚇
- **Harassment** 騷擾
- **Rape** 強姦
- **Beatings/Stabbings/ Shootings** 毆打、刺傷、槍擊
- **Suicides or near suicides** 自殺或者近乎自殺

How Common is Workplace Violence?

工作場所暴力有多常見？

7

1. **According to congressional testimony at a House Subcommittee hearing in 2002: 根據國會證詞在2012 眾議院小組委員會聽證會：**
 - A. **Approximately 18,000 workplace assaults per week**
大概有18000名工人每週都遭遇襲擊
 - B. **18% of all crimes committed, occur in the workplace**
有18%的罪行都發生在工作場所
 - C. **Workplace violence is the number one cause of workplace fatalities for women.**
職場暴力是婦女在工作場所死亡的頭號原因

How Common is Workplace Violence?

工作場所暴力有多常見？

8

According to a survey by the Department of Labor in 2005: 根據一個在2005年勞工部的調查：

- **Five percent of all workplaces, including State and local governments, had a violent incident *within the past 12 months*** 在過去的12個月裡，5%的工作場所，包括州政府和社區政府，都有發生暴力事故。
- **Half of the largest employers (employing 1,000 or more workers) reported an incident** 有一半規模很大的公司（雇用有1000或多的工人）都有呈報暴力事故
- **Among these largest employers in private industry, goods-producing industries reported a higher percentage of co-worker violence than service-providing industries** 其中在私營企業，這些商品生產行業的雇主呈報的職場暴力事故比在提供服務行業的雇主多。
- **Service- providing industries reported much higher percentages of criminal, customer, and domestic violence than goods-producing industries** 提供服務的行業呈報的刑事和家庭暴力事故比商品生產行業的多。

How many people are victims of non-fatal assaults
on the job each year?

每一年，有多少人是非致命性攻擊的受害者？



2,000,000 workers are victims each year in the U.S.

在美國，每一年有2,000,000工人是受害者

Which workers are most at risk?

對哪種行業的工人來說，他們會面臨受到職場暴力的風險？

10

Retail, restaurant, health/home care and social service workers face an increased risk of work-related assaults stemming from several factors. 零售，餐飲，健康／家居護理和社區服務工作者面臨與工作相關的攻擊的高風險。其中這包含這幾個因素而產生的風險有：

These include:

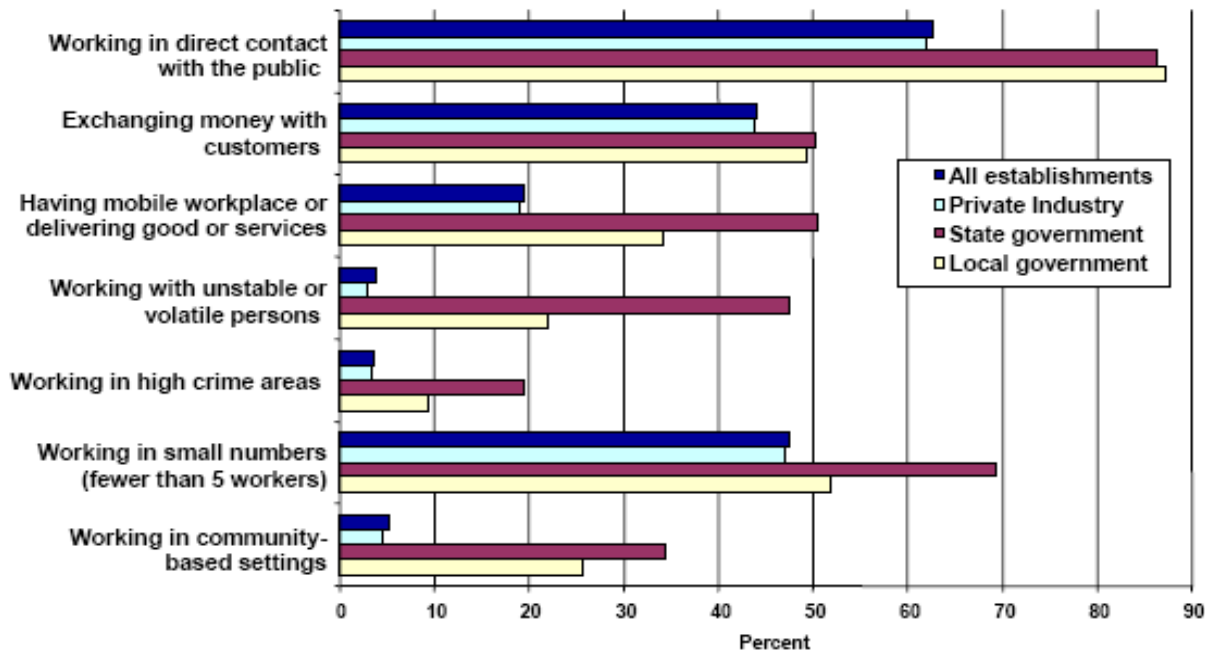
- **The prevalence of handguns and other weapons available in the community** 手槍等武器在社區內允許使用
- **Jobs that require interaction with the public** 需要與公眾互動的工作
- **working late evenings or handling money** 在深夜工作或者在工作上需要處理金錢
- **Working in isolation** 在偏僻的地方工作
- **Working with customers or clients who may be volatile, irrational, delusional, drunk or on drugs** 與一些非理性，妄想，醉酒或吸毒的客戶一起工作
- **Working in locations with no way to get assistance by backup communication devices or alarm systems (this is particularly true in high-crime settings);** 工作環境裡沒有提供備份通信設備或報警系統。
- **Lack of worker training in recognizing and de-escalating hostile and assaultive behavior** 缺乏一些工作培訓關於識別敵意和處理攻擊行為
- **Public safety risks while traveling to/from work sites** 出差的時候面臨的公共安全風險

Could this really happen to me?

會在我身上發生嗎？

11

Percent of establishments by potentially hazardous work environment characteristics, by ownership, United States, 2005



How much risk does your job require? 你的工作會有多大風險？

The higher reported incidence of workplace violence in State and local government workplaces may be attributed to their work environments. State and local governments report much higher percentages of working in direct contact with the public, working in small numbers or in community-based settings, and other potentially hazardous conditions than did private industry.

Source: Bureau of Labor Statistics, Survey of Workplace Violence Prevention, 2005

7

Four Types of Aggressors 四種激進的人

12

Workplace violence is divided into four distinct types according to the source – known as the perpetrator – of the violence: 職場暴力分為四種：

- **Stranger** (The person causing the violence is a stranger and comes to the workplace to commit a crime). This type of violence can be random or unexpected. Use caution and situational awareness to avoid stranger violence
- 陌生人（陌生人來到職場裡產生職場暴力）這種暴力比較隨機。謹慎使用和態勢感知，避免陌生人的暴力
- **Client or Resident** (The person causing the violence is the recipient of a service provided in the workplace) This type is especially relevant for service workers. If possible, use behavior strategies designed to deescalate aggression
- 客戶端或居民（導致暴力的人是在工作場所提供的服務的接受者）這種類型的特別相關的服務人員。如果可能的話，使用行為策略去降級他的激進程度
- **Current or Former Co-worker or Boss** (The person causing the violence has a work-related relationship with someone in the workplace) This type is especially relevant for women. If possible, use behavior strategies designed to prevent sexual harassment 現任或前任同事或老闆（導致暴力的人，與人在工作場所與工作有關的關係）這種類型尤其適用於女性。如果可能的話，使用行為策略旨在防止性騷擾
- **Personal Relation** (Like domestic violence, the person causing the violence has some personal relationship with someone in the workplace) Use all available strategies 個人關係（像家庭暴力，導致暴力事件的人與一個人在職場的一些個人關係）使用所有可用的策略

How to Respond to Aggressions

如何應對侵略

13

- **We cannot always control others' behavior, but we can learn some recommended responses to aggressive behavior to minimize the violence** 我們不能總是控制其他人的行為，但我們可以學習一些推薦怎樣應對過激行為的方法，以減少暴力
- **Some responses are instinctive; other responses are learned. It takes practice and insight to respond safely and appropriately to aggressive behavior** 有些反應是本能；其他應對是學的。這需要實踐和洞察力，以安全，適當地作出對攻擊行為的應對
- **The goal in this section is two-fold:**
 - 本節中的目標：
 - **1. to protect yourself and others from violence or abuse, and**
 - 保護自己和別人免受暴力或虐待
 - **2. to calm (if possible) the aggressive individual**
 - 平息（如果可能）激進的人
- **Above all, try hard to remain in good control of your own emotions and actions** 最重要的是，盡量保持良好地控制自己的情緒和行為

What are Some Response Strategies that Immigrant Women Workers can Practice?

什麼是一些移民女工可以練習的應對策略？

14

How to calm down an aggressive person	How might this strategy help?
<p>Face an aggressive person from the side. Do not stand face to face with a potentially violent person 從側面面對您照顧的客戶，不要與有暴力傾向的人面對面</p>	<p>This decreases the chances a violent person will direct their anger at you 這會避免有暴力傾向的人把怒火指向您</p>
<p>Leave Plenty of Space between yourself and the person 您自己和客戶之間保持足夠空間</p>	<p>Reduces anxiety and the opportunity for assault 降低焦慮和受到攻擊的機會</p>
<p>Speak slowly & directly in a low or normal tone of voice and use simple statements 以正常的音調緩慢地、直接地說話，使用簡單的話語</p>	<p>Reduces anxiety, communicates control, increases the aggressor's self esteem and offers negotiation as an alternative to escalating behavior 降低焦慮，讓對方知道您能掌握形勢，提高對方的自尊，並提出談判</p>
<p>Acknowledge nonviolent behavior. For example: When the person sits down to talk, try stating, "Thank you for sitting with me, I can listen better this way." 對非暴力的行為作出認可，當對方坐下來時，嘗試說： ☐「謝謝您和我坐下來，我這樣可以聽得更清楚」</p>	<p>Focuses on the person's strength and maintains their self esteem. Communicates the expectation of self control 集中在對方的強項，保護對方的自尊</p>

What are Some Response Strategies that Immigrant Women Workers can Practice?

什麼是一些移民女工可以練習的應對策略？

15

How to calm down an aggressive person

How might this strategy help?

Center your statements on the issues concerning the aggressive person 把您的談話集中在對方關心的事情上。

deflects attention away from the worker who has become the target for the violent behavior. 把集中在已成為暴力行為目標的家庭護理員身上的注意力轉到別處。

When responding to a client's anger at not being allowed to do or get what they want, try saying, "I'm interested in understanding how terrible that is for you, Mr. Lewis." 當客戶因為不讓他做某事或得到想要的某物而發怒時，應該嘗試說：「陳先生，我想瞭解這樣做對您來說有大影響。」

Avoids challenging them and expresses interest in their perspective 避免挑釁客戶，表明您願意了解客戶的觀點。

Express clear expectations of control. For example, "I expect you can control yourself" 明確表達出您對客戶控制能力的期望，例如：「我知道您能夠控制自己。」

Is clear and emphasizes the person's ability to control own behavior 明確強調對方有能力控制住自己的行為。

It is probably best not to touch people when they are upset and posing an immediate danger 當客戶發怒和構成威脅時，最好不要碰觸客戶。

Shows respect for the person and maintains a comfortable distance, thereby reducing their sense of threat 對客戶表現出尊重，保持安全的距離，因此減少客戶受到威脅的感覺。

Summary of How to Deescalate Aggressive Behavior: 如何降級攻擊行為摘要

16

1. **Don't confront them by standing face-to-face** 不要站在臉對臉面對他們
2. **Keep your distance** 保持距離
3. **Speak slowly and calmly** 慢慢地, 平靜地說
4. **Acknowledge non-violent behavior** 確認非暴力行為
5. **Keep the conversation focused on them, not on you** 保持你的談話焦點在他們身上
6. **Remind them they are expected to control their behavior** 提醒他們, 他們要控制自己的行為
7. **Don't touch a person when they are angry** 當一個人感到憤怒的時候, 請勿觸摸他

Five Warning Signs of Escalating Behavior

五個不斷升級的行為警告標誌

17

1. **Confusion** 混亂
2. **Frustration** 無奈
3. **Blame** 怪責
4. **Anger** 憤怒
5. **Hostility** 敵意

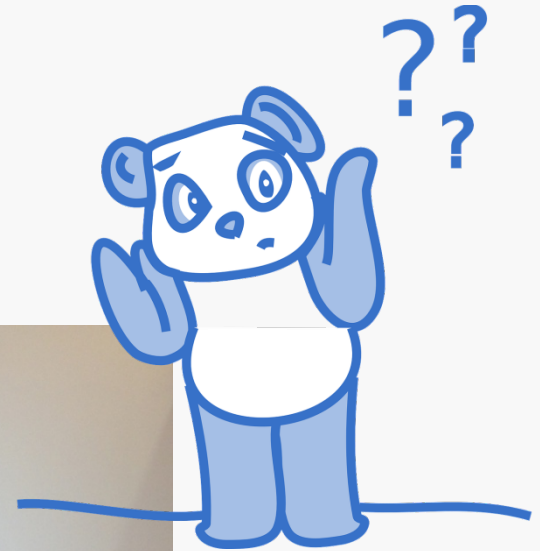
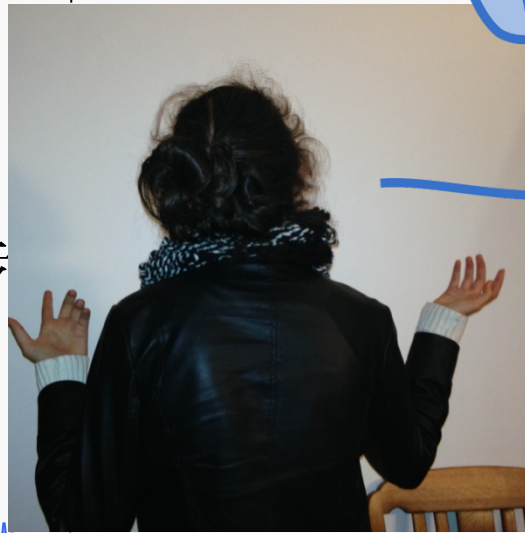


Warning Signs of Confusion

混亂的警告標誌

18

- **The person appears bewildered or distracted.**
這個人似乎感到困惑或者注意力不集中
- **They are unsure or uncertain of the next course of action.** 他們不知道或不確定他們下一步應該做什麼



How would you respond to a person who is confused?

Responses to Confusion

面對混亂

19

1. **Listen Attentively to the person** 細心地聽他們說話
2. **Ask clarifying questions** 問有一定澄清度的問題
3. **Give factual Information** 提供真實情況和資料



Warning Signs of Frustration

無奈的警告標誌

20

- **The person is impatient and reactive**
這個人沒有耐性和反應
- **The person resists information you are giving them**
這個人拒絕你提供的資料
- **The person may try to bait you**
這個人可能會試圖引惑你



Photo by madtreetz on flickr

How would you respond to a person who is frustrated?

updated 02/06/2015

Responses to Frustration 應對無奈

21

1. **Move the person to a quiet location** 帶這個人到比較安靜的地方
2. **Reassure them, talk to them in a calm voice** 用平靜的聲音去安慰他們，
3. **Attempt to clarify their concerns** 試圖澄清他們的擔憂



Photo by ttarasiuk on flickr

Warning Signs of Blame 責備的警告標誌

22

- **The person places responsibility on everyone else** 這個人把責任放到其他人的身上
- **They may accuse you or hold you responsible** 他們可能指控你或者責備你
- **They may find fault with others** 他們可能找別人的過錯
- **They may place blame on you** 他們可能責怪你



How would you respond to a person who is blaming?

Responses to Blame 應對責備

23

1. **Disengage with the person and bring someone else into the discussion** 與這個人脫離，帶別人進入討論
2. **Use a teamwork approach** 使用團隊精神的方法
3. **Draw the person back to the facts** 提供一些事實
4. **Show respect and concern** 尊重和關心
5. **Focus on areas of agreement to help resolve the situation** 專注於達成一致的領域，去幫助解決問題



Warning Signs of Anger 憤怒的警告標誌

24

- The person may show a **visible change in body posture** 這個人可能展示出他身體動作的改變
- Actions may include **pounding fists, pointing fingers, shouting or screaming** 行為上可能包括握緊拳頭，手指指著別人，喊叫或尖叫
- This signals **VERY RISKY BEHAVIOR!** 這個標誌是一個風險很高的行為



How would you respond to a person who is angry? updated 02/06/2015

Responses to Anger 應對憤怒

25

1. **Don't argue with the person** 不與人爭論
2. **Don't offer solutions** 部提供解決方案
3. **Prepare to evacuate the area or isolate the person** 準備疏散該地區或隔離的人
4. **Contact your supervisor, social worker or a security guard** 通知你的主管，社區服務工作者或保安



Warning Signs of Hostility 敵意的警告提示

26

- **Physical actions or threats appear imminent**
身體動作或威脅即將出現
- **There is immediate danger of physical harm or property damage**
有人身傷害或財產損失的直接危險
- **Out-of-control behavior signals the person has crossed the line**
不受控制的行為，標誌著這個人已經越過底線

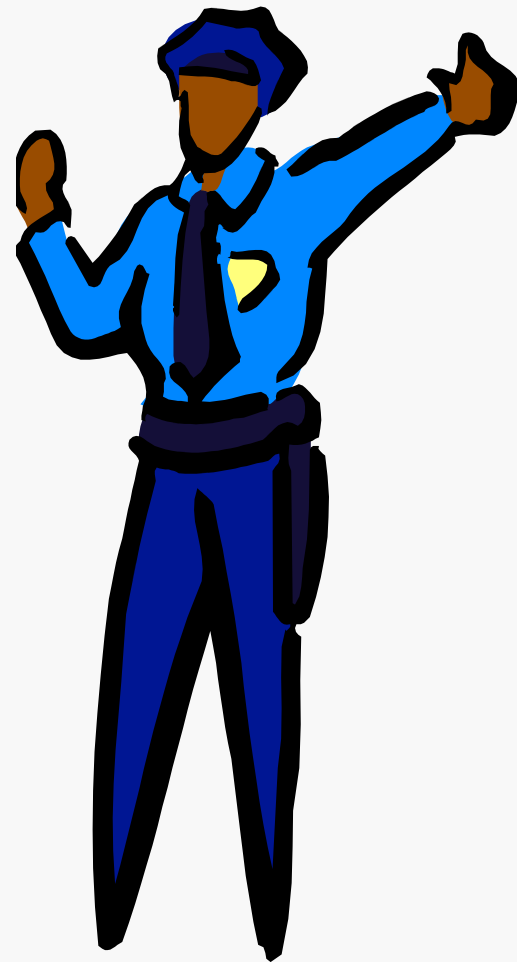


How would you respond to a hostile person?

Responses to Hostility 應對敵意

27

1. **Disengage with the person and evacuate the area** 脫離和疏散區域
2. **Attempt to isolate the person but only if it can be done safely** 在安全的情況下，企圖孤立這個人
3. **Alert your supervisor and immediately contact security or call for help** 提醒你的主管，並馬上通知保安和打電話尋求幫助



Summary of How to Handle Escalating Behavior: 如何處理不斷升級的行為摘要

28

- 1. Confusion: listen and clarify**
困惑：聽和澄清
- 2. Frustration: try to calm them down**
無奈：盡量平靜下來
- 3. Blaming: bring in someone else to support**
罵：帶別人進來支持自己
- 4. Anger: Don't engage them, call for support, prepare to leave**
怒：不要搞起來，呼籲支持，準備離開
- 5. Hostility: Evacuate and call for help**
敵意：疏散和呼救

Stopping Sexual Harassment

阻止性騷擾

29

Although sexual harassment in the workplace is against the law, it is still very common.

- 儘管在工作場所的性騷擾是違反法律的，但它仍很普遍。

Studies show large percentages of women (and even some men) report sexual harassment at some point during their work lives. 研究表明很高比例的女性（相比之下較小比例的男性）在他們工作生涯中的某個時候報告受到過性騷擾。

Dealing with sexual harassment may be difficult, but ignoring sexual harassment does not make it go away. 處理性騷擾問題可能不是容易，但是漠視性騷擾問題並不能使它消失



Stopping harassment by a co-worker, client, client's family member, visitors, etc.

組織來自工友、客戶、客戶的家庭成員或訪客等的騷擾

30

- **Say no, clearly.** State frankly that you find the harasser's behavior offensive. Firmly refuse all invitations. If harassment persists, write a memo asking the harasser to stop; keep a copy. 制止來自工友、客戶、客戶的家庭成員或訪客等的騷擾。明確地說「不」。坦誠地說出您認為騷擾人的行為有侵犯性。堅定地拒絕所有邀請。如果騷擾仍繼續，寫一份備忘書去要求騷擾人停止，並且自己留份副本。
- **Document the harassment.** Detail what, when, and where it happened, and include your response. This information is vital when a pattern of offensive conduct must be proven. 記錄下騷擾行為。具體寫下發生的情況、發生時間和地點，並且包括您的反應。當有需要證明侵犯行為發生的細節時，這些資訊就很關鍵。
- **Meet with the harasser (ok to bring a witness).** Explain to the harasser that if his or her behavior continues, you will file a grievance with management or seek legal support. 與騷擾人見面。向騷擾人解釋如果他或她的行為繼續的話，工會有可能會採取對他或她不利的行動，代表受害人向管理層提出訴訟或者尋求法律支援。

From seiu p.27

31

- **Investigate and document.** Talk to co-workers to be sure that the case is legitimate, and document all incidents. Look for witnesses and other harassment victims. • 調查和記錄。與工友交談，確定此案件是否合理，並記錄下所有的事件。尋找證人和其他被騷擾的受害人。
- **Educate & agitate.** Organize discussions on sexual harassment. Find out if others are also experiencing the problem. File a complaint against management for its failure to provide a harassment-free work environment. 教育和鼓動。組織關於性騷擾的討論。找出是否其他人也有過類似經歷。使用請願、海報、宣傳鈕釦和傳單向管理層傳遞一個強烈的信號，即員工們不會接受有敵意的工作環境。針對管理層提出訴訟，指責它無法提供免於騷擾的工作環境。
- **File a police report** 向警方報告。

Group Activities 小組活動

32

- **Next we'll practice the strategies we reviewed using small groups**
- 我們現在分開小組，然後初步實踐我們之前見過的策略
- **Please feel free to share your own experiences and discuss response strategies together**
- 請隨時分享自己的經驗，並討論應對策略在一起

From seiu p.14

小紅是一名家庭護理員，她照顧她的客戶王女士已經有幾年時間了。王女士的家人很少來探望她，她對待小紅就象對自己的孩子那樣。王女士有一個兒子，只有在自己需要錢的時候才來找王女士，大家都認為他在吸毒。每當他來的時候，小紅就感到很不自在。在他上次來的時候，很明顯他正處於毒品的影響之下。進了門後就大聲喊叫，張口要錢。他翻遍了整個公寓去找他母親的錢包。未果後，他轉向小紅，威脅她借錢給他。小紅說「不行」，王女士的兒子就不肯離開。小紅不知道接下來應該怎麼做。

Mei is a home care worker who had been caring for her client Mrs. Bai for several years. Mrs. Bai is rarely visited by her family, and treats Mei as if she was one of her kids. Mrs. Bai has a son who only comes around when he needs money. When he comes around, Mei feels very uncomfortable. On his last visit, it was clear he was agitated. He came over yelling and demanding money. He ransacked the apartment looking for his mother's purse. Unsuccessful, he turns to Mei and asks to borrow money in a threatening way. Mei says no, and the son refuses to leave. Mei wonders what to do next.

Group Discussion

小組討論

34

In small groups, put yourself in Mei's position and think about what she should do: 在您的小組中，把您自己放在小紅的位置上，想想她應該怎麼做？

1. What type of workplace violence is this?

這是屬於什麼類型的工作場所暴力？

2. What should Mei do to try to address this problem?

小紅應該採取什麼步驟來解決這個問題？

3. What could she do to protect herself and prevent this in the future?

她怎樣做才能防止這類事情再次發生？

Report Back from Small Groups:

小組討論的結果：

35

- **What advice did your group give Mei?** 你們小組提出什麼建議給mei？
- **Did your group come up with strategies for handling other violent situations?** 你們小組有什麼處理暴力局勢的策略？
- **How can workers file a claim or support each other?** 工人可以怎樣舉報職場暴力或者相互支持？

Reporting a Workplace Violence Incident

申報職場暴力事件

36

Many violent incidents are not reported by workers. There are many reasons why workers do not report including: workers believe the assaults are part of the job, workers may fear that their employer will retaliate against them, or workers believe that reporting will not benefit them 很多職場暴力事件都不是有工人舉報的，其中包括很多原因：工人以為受到攻擊是工作的一部分，工人害怕僱主會解僱自己，或工人相信這些舉報對自己沒有好處

But being harassed or assaulted is not part of any job description! 但是受到騷擾或攻擊並不是職位描述的一部分！

All incidents of violence should be reported, no matter how major or minor the injuries are. Remember that reporting violent behavior may help track violent clients and protect workers!

所有暴力事故無論傷害是大還是小都應該被舉報。請記住，舉報職場暴力行為可以有助與跟蹤這些暴力的客戶和保護工人！

OSHA Protects Workers Rights

OSHA保護工人權利

37

- **Employers must follow workplace safety regulations that protect workers from hazards, illnesses, violence and injuries in the workplace. The Occupational Safety and Health Administration and State partners rely on workers to be the eyes and ears in the workplace.** 雇主必須遵循保護工人免受危害，疾病，暴力和傷害工作場所的工作場所安全法規。職業安全與健康管理局和國家合作夥伴依靠工人在工作場所裡成為他們的眼睛和耳朵
- **Workers have a right to raise concerns with their employers or with OSHA when they see a safety or health problem on the job. The worker has the right to request an OSHA inspection of the workplaces, and be shielded from retaliation for exercising these rights.** 當OSHA在職場裡看到一些視乎安全和健康的問題，工人有權利向雇主提出他們對這些問題的擔憂。工人有權利向OSHA要求職場檢查和OSHA會隱密他們舉報的身分。

Cal/OSHA

38



In California, the state government agency called the Division of Occupational Safety and Health (DOSH), better known as Cal/OSHA, regulates workers' rights to a safe and healthy workplace. 在加州，職業安全和衛生部門是一個洲政府機構，OSHA調節工人的權利和工作場所的安全和健康。

Reporting an Incident to Cal/OSHA

向OSHA報告職場暴力事件

39

- **Complaints are confidential** 你的投訴是保密的
- **To file a complaint about workplace health and safety hazards, contact Cal/OSHA:** 提交有關工作創所健康和安安全隱患的投訴，請通知**Cal/OSHA**
- **Oakland District Office**
David Hornung
Acting District Manager
1515 Clay Street, Ste. 1303
Oakland, CA 94612
(510) 622-2916
(510) 622-2908 (Fax)

採取行動！ Take Action!!

40

- 與其他家庭護理工作者傾談

Talk to other home care workers

- 與你的僱主傾談：僱主是負責工作環境的

Talk to your employer: employer is responsible for work environment.

- 組成安全委員會討論及預防工地的受傷

Organize a safety committee to discuss and prevent workplace injuries.

Take Action!! 行動！！

41

- **Talk to other co-workers** 和同事反映
- **Know who to call if you need help working with an aggressive person** 知道應該找誰，如果遇到一個很激進的人
- **Organize a support committee to discuss and practice workplace violence recognition and protection strategies** 組織委員會和討論會去認識什麼是職場暴力和了解一些保護策略
- **Report incidents as they happen** 報告／反映事件

Questions

任何問題？

42



Thank You!!

謝謝！

43

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