



TAG Announces Its 16th Annual Course

Managing Unwanted Workplace Behavior: Lessons From 20 Years of Field Experience and the Latest Research



Threat Assessment Group, Inc.

June 2-4, 2008

The Fairmont Newport Beach

4500 MacArthur Blvd. Newport Beach, CA 92660

949.476.2001 | www.fairmont.com/newportbeach

Global Reservations 800.810.3039

\$179/night

October 27-29, 2008

Sheraton Station Square Hotel

300 W. Station Square Dr. Pittsburgh, PA 15219

412.261.2000 | www.sheraton.com/stationsquare

Global Reservations 800.325.3535

\$175/night

Course Outline

As TAG enters its 21st year, we've updated and redesigned our course for professionals who manage unwanted behavior in the workplace. Drawing on our emphasis on early intervention, we've re-conceptualized the evolution of unwanted behavior as a spectrum from the earliest signs (incivility, absenteeism, poor productivity) to the end stages (litigation, threats, violence). This year we've added segments on new research on workplace violence, threats, domestic violence, and stalking and on the management of shootings in progress. The course combines foundational lectures with small group discussions of TAG Case Studies. This course is suitable for executives and managers from human resources, employee relations, security, loss prevention, law, employee assistance, medicine, occupational nursing, and benefits. Both new and seasoned professionals will benefit from this course and from their interaction with peers from other companies. Many of TAG's client companies send new members of their workplace violence prevention teams to this course in years when they are not having TAG deliver training on site.

Day 1:

The Forms and Costs of Unwanted Behavior

Describes the range of unwanted behavior from the most minor to the most dangerous. Addresses the costs of unwanted workplace behaviors with a few statistics.

Avoiding Common Errors

Describes errors commonly made in the management of unwanted behavior and suggests alternative strategies making use of internal resources.

New Research on Workplace Violence

A synopsis of recent published research on workplace violence.

Mental Disorder and Workplace Violence

Describes those mental disorders most commonly associated with workplace violence and suicide, the interventions available, what to expect from treatment, and the use and risks of fitness for duty evaluations.

Mental Disorder Case Study Exercise

In this interactive session, participants offer management guidance as the facts unfold from a true case study.

Early Indicators

Describes the typical ways in which minor cases coming to the attention of management are overlooked, undocumented, and left unresolved. Describes the various directions in which problems tend to escalate when unwanted behavior is overlooked.

New Research on Threats

A synopsis of recent published research on communicated threats, particularly threats of the kind that affect the workplace.

Threats

Describes the range of behaviors that constitute a threat and the difficulty of predicting what someone who makes a threat may do. Reviews the kinds of information that will be needed to make a good judgment about the best course of action.

Threat Case Study Exercise

In this interactive session, participants offer management guidance as the facts unfold from a true case study.

Day 2:

New Research on Domestic Violence

A synopsis of recent published research on domestic violence, particularly as it affects the workplace.

Domestic Violence

Describes the ongoing costs and serious risks that domestic violence poses to the workplace. Cautions against the dangers arising from restraining orders, poorly timed police intervention, and efforts to help the victim that may jeopardize other people or the company. Reviews the kinds of information that will be needed to make a good judgment about the best course of action.

Domestic Violence Case Study Exercise

In this interactive session, participants offer management guidance as the facts unfold from a true case study.

New Research on Stalking

A synopsis of recent published research on stalking, particularly the kinds of stalking that affect the workplace.

Stalking

Describes the complex motivations that lead people to pursue an unwanted relationship and the victim's need for experienced guidance to avoid worsening the situation. Reviews the kinds of information that will be needed to make a good judgment about the best course of action.

Stalking Case Study Exercise

In this interactive session, participants offer management guidance as the facts unfold from a true case study.

Safe Termination of End Stage Employees

Identifies the signs of employees whose disruption and risk are too high to sustain continued employment. Provides strategies for safe and fair termination of employment, including planning for high-risk terminations.

Termination Case Study Exercise

In this interactive session, participants offer management guidance as the facts unfold from a true case study.

Day 3:

Problematic Former Employees

Teaches the factors predictive of post-employment problems, the types of problems that arise, and strategies for managing harassment, threats, or stalking.

Former Employee Case Study Exercise

In this interactive session, participants offer management guidance as the facts unfold from a true case study.

Managing Inappropriate Communications and Visits

Identifies inappropriate writing, calls, and visits and provides strategies for monitoring and managing these risks.

Protecting Targeted Victims

Discusses strategies that are often helpful in protecting persons whose risk can be foreseen, with an emphasis on approaches that help protect potential victims without incurring unnecessary liability.

Crisis Management Planning

Identifies the need for comprehensive crisis management planning strategies and describes the roles of various company components during the planning, emergency response, and aftermath phases of a crisis. Discusses the goals and major elements of crisis management planning.

Crisis Management: Shooting in Progress

Describes the traits and characteristics of "active shooters" and identifies crucial planning and communication requirements in responding to shootings in progress. Identifies the various types of shootings in progress and discusses appropriate response options as well as anticipated law enforcement responses and interventions.

Shooting in Progress Case Study Exercise

In this interactive session, participants offer management guidance as the facts unfold from a true case study.

Course Faculty

Park Dietz, M.D., M.P.H., Ph.D., heads Threat Assessment Group (TAG). Dr. Dietz has conducted in-house training for more than 100 corporate workplace violence prevention teams from the U.S., Canada, Latin America, Europe, the Middle East, and Asia. He is the forensic psychiatrist for the FBI's National Center for the Analysis of Violent Crime and Clinical Professor of Psychiatry and Biobehavioral Sciences at UCLA. He has been a government expert in such cases as John Hinckley, Jeffrey Dahmer, Eric Menendez, John duPont, Theodore Kaczynski, the DC snipers, and Eric Rudolph. Educated at Cornell, Johns Hopkins, and the University of Pennsylvania, Dr. Dietz taught for ten years at Harvard Medical School and the University of Virginia School of Law. He conducted the first major study of threats and stalking for the U.S. Department of Justice and recently completed a major study of threats and crimes against the families of executives. He has been a consultant to over 300 Fortune 500 companies, the CIA, DEA, armed forces, and countless prosecutors and attorneys. He is a past president of the American Academy of Psychiatry and the Law. He has been profiled in the *New Yorker*, the *Los Angeles Times*, *Psychology Today*, *Biography*, *CSO*, *60 Minutes II*, and other national publications.

James A. Wright, M.P.A. (FBI, ret.), while assigned to the Washington Field Office of the FBI, was responsible for the investigation of threats and assaults against Members of Congress and other high government officials and played a key role in the investigation of John Hinckley's attempt to assassinate President Ronald Reagan. As a Supervisory Special Agent of the FBI, he served as Program Manager of the Criminal Investigative Analysis Program at the FBI Academy, Quantico, Virginia, from 1984-1998. Immediately before joining TAG as a Senior Analyst, he was the FBI's principal expert on threats and stalking, working within the Critical Incident Response Group and the National Center for the Analysis of Violent Crime. Mr. Wright has consulted to law enforcement agencies worldwide in hundreds of cases involving threats, stalking, workplace violence, extortion, product tampering, bombing, arson, homicide, and sex offenses. He trained violent crime investigators throughout the United States, Canada, Europe, the Caribbean, the South Pacific, Australia, Central America, and Southeast Asia. He has participated in major research projects involving violent offenders, stalking, and kidnapping.



Ronald P. Walker, M.A. (FBI, ret.), as a Supervisory Special Agent of the FBI, served as a Senior Criminal Investigative Profiler at the FBI's National Center for the Analysis of Violent Crime, Behavioral Science Investigative Support Unit. One of the original unit cadre, Mr. Walker has provided expert consultation in over 2000 cases involving crimes of interpersonal violence to criminal justice agencies throughout the world. Immediately before joining TAG as a Senior Analyst, he was assigned to the Denver office of the FBI, where his roles included directing the Denver Violent Crimes and Fugitive Task Force, supervising the Evidence Response Team, directing the operations of Colorado Resident Agencies, and conducting crime scene assessments, crime analyses, threat assessments, criminal personality profiling, and crisis management and intervention. He has served on the faculty of the FBI National Academy and has lectured at the National Law Institute and the Armed Forces Institute of Pathology. Before retiring from the Air Force Reserve in 1996 as a Lieutenant Colonel, he provided threat assessments on behalf of the Air Force Office of Special Investigations, lectured at the AFOSI Academy, and consulted in homicide and sex crimes investigations involving Air Force personnel. Mr. Walker was a key member of TAG's Columbine Psychiatric Autopsy Project, which identified causal factors leading to the tragic events of April 20, 1999, at Columbine High School.

Testimonials

David K. Metta, Deputy Director, Security & Counterintelligence Division, Argonne National Laboratory

Risk and liability avoidance alone will pay for this course many times over.

James Joseph, Corporate Security Supervisor, HSBC North America

An excellent course! A must for security, HR, facility management and managers of all levels. This course 'trains the trainers' of their respective organizations. TAG should be a resource for companies large & small.

Donald A. Alberico, Director of Loss Prevention, United Natural Foods, Inc.

If you want to develop a truly successful multi-discipline workplace violence program, this seminar is an essential ingredient.

Ron Shultz, Security Specialist, Amgen, Inc.

This is definitely a first class program put on by some of our nation's best experts on the subject of workplace violence. To understand this problem you must include this course as part of your foundation.

John Stewart, Security Manager, Henry Schein, Inc.

Unless you have attended this course, you are not fully prepared in successfully intervening in workplace violence-related issues.

Adrian Talbot, Vice President of Human Resources, Cuna Mutual Group

The speakers are genuinely committed to equipping all attendees with sound and proven principles, to create and maintain safe work places.

Jim Hatfield, Security Specialist, Amgen, Inc.

A truly required course for anyone who deals with employees from a management, supervision, human resources or security standpoint. I've been doing police work and security for thirty years, and I should have had this course at least twenty years ago and I would have avoided a lot of problems.

Kelly Varn, Human Resource Generalist, Cornerstone Brands

The expert speakers that TAG employs make this seminar one of the best programs in the country.

Lex Holloway, Manager of Corporate Security, Caremark

A great course – The boiler plate for workplace violence prevention. Also a good refresher for those of us who have already received the training.

Joseph Sparks, Manager of Security, Takeda Pharmaceuticals

Great course for better understanding the variety of issues facing employers today concerning workplace violence. The course provided guidance in proper handling of many issues and threats. The quality and knowledge of the speakers at this course are at the highest levels in the workplace violence prevention field.

Mary M. Alexandre, CPP, PSP, Security Director, AEGON USA

Best training on this subject matter available today.

