

THREAT ASSESSMENT GROUP INC. PRESENTS ITS 18TH NATIONAL COURSE

Prevention of Workplace Misconduct and Violence

MARCH 19 – 21 • THE HYATT REGENCY HOTEL • NEWPORT BEACH



Hyatt Regency Hotel - Newport Beach, California



Threat Assessment Group, Inc.

www.taginc.com

P 949.723.2220

F 949.723.2221

E tag@taginc.com

COURSE OUTLINE

MONDAY MARCH 19

THE FORMS & COSTS OF UNWANTED BEHAVIOR

Describes the range of unwanted behavior from the most minor to the most dangerous. Addresses the costs of unwanted behavior with some statistical data.

AVOIDING COMMON ERRORS

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

THREATS: ASSESSING AND MANAGING WORKPLACE THREATS

Describes the range of threatening behaviors and the difficulty in predicting if a threat will be carried out. Reviews the kinds of information necessary to make an informed judgment about threat and risk. Uses case management discussion to illustrate threat assessment and management concepts.

INVESTIGATING EMPLOYEE MISCONDUCT

Describes common investigative errors and requirements for uniform code of conduct, complaint, and investigative policies/ procedures to ensure a consistent and objective investigative process. Describes some investigative considerations for HR and security professionals.

MANAGING DIFFICULT EMPLOYEES AND SITUATIONS

Describes effective strategies for intervention with a wide range of troubled employees and troubling situations. Uses case management discussion to illustrate intervention possibilities.

BACKGROUND SCREENING: THE STATE OF THE ART (NEW)

Describes the state-of-the-art in U.S. and international background screening, with emphasis on the emerging legal and compliance issues and the new certification procedure.

TUESDAY MARCH 20

SAFE TERMINATION OF END STAGE EMPLOYEES

Identifies the signs of employees whose misconduct results in disruptive behavior requiring termination. Provides strategies for safe terminations, including planned high-risk terminations. Uses case management discussion to illustrate safe termination.

DOMESTIC VIOLENCE IN THE WORKPLACE

Describes the ongoing costs and serious risks that domestic violence poses to the workplace and provides appropriate and effective intervention strategies designed to protect victims and the workplace. Uses case management discussion to illustrate domestic violence scenarios.

PROBLEMATIC FORMER EMPLOYEES

Teaches the factors predictive of post-employment problems, the types of problems that may arise, and strategies for managing harassment, threats, and stalking. Uses case management discussion to illustrate concepts.

THE IMPACT OF MENTAL DISORDER

An introduction to the costs and effects of mental disorder in the workplace and the psychological toll of the recession on the U.S. workforce

PERSONALITY DISORDERS

A detailed exploration of the most common source of behavioral problems encountered by employers: persistent maladaptive patterns of relating to the world. Coverage will include Paranoid, Schizoid, Schizotypal, Antisocial, Borderline, Histrionic, Narcissistic, Avoidant, Dependent, and Obsessive-Compulsive Personality Features and Disorders. The combination of Antisocial and Narcissistic Features found in Psychopathy will also be explored.

MOOD DISORDERS

Depression is among the most prevalent and disabling of mental disorders. This overview of mood disorders will focus on teaching participants to recognize episodes of Major Depression, Hypomania, and Mania and on understanding the relationship between mood symptoms and workplace behavior.

SCHIZOPHRENIA AND OTHER PSYCHOTIC DISORDERS

Psychotic disorders are associated with symptoms unlike any normal human experience, as a result of which they often arouse great fear among both the afflicted and those around them. This presentation emphasizes the defining features of psychosis (delusions, hallucinations, and disordered thinking) and the relationship between psychotic mental illness and workplace behaviors and risks.

SUICIDE

Describes parasuicidal behaviors and suicide, the commonalities among those who commit suicide, the reasons people commit suicide, the factors indicating increased suicide risk, and strategies available to employers to help manage suicide risk.

EMPLOYER'S MANAGEMENT STRATEGIES FOR MENTAL DISORDER

Describes the options available for helping employees use treatment resources without violating their ADA rights, including information, education, referral, targeted referral, encouragement, joint problem solving, fitness for duty evaluation, and last chance agreement.

WEDNESDAY MARCH 21

INTERVIEWING: DETECTING DECEPTION AND AVOIDING CONTAMINATION (NEW)

In interviews of all kinds, the quest for accurate information can be undermined by both deceptive interviewees and interviewing practices that risk contamination. Learn how to overcome both challenges.

INTERVIEWING: FORMULATING QUESTIONS (NEW)

The quality of the questions is a major determinant of the success of an interview. This session is devoted to the importance of thoughtful phraseology and the strategic use of open-ended, closed-ended, and catch-all questions.

INTERVIEWING: UNDERSTANDING NON-VERBAL BEHAVIOR (NEW)

Non-verbal behavior analysis requires that the interviewer develop observational and interpretive skills to aid in the detection of discomfort and deception.

INTERVIEWING: UNDERSTANDING VERBAL BEHAVIOR (NEW)

Verbal behavior analysis requires knowing how verbal behaviors differ between truthful and deceptive people, verbal clues to deceptive responses, word choices, the types of denials, and the paralinguistic behaviors the interviewer should observe.

THE ACTIVE SHOOTER

Who is the "active shooter?" Planning, preparing, and responding to an active shooter incident from an organizational perspective. Empowering employees to develop a survival mindset and providing them with decisive, proactive responses to an active shooter situation. What to do when law enforcement responds.

ACTIVE SHOOTER TABLE TOP EXERCISE

An interactive scenario highlighting the importance of an Active Shooter response protocol. Emphasizes emergency response procedures, consequence management responsibilities, and coordination and joint training with local first responders.

COURSE FACULTY



PARK DIETZ M.D., M.P.H., Ph.D.

Dr. Park Dietz heads Threat Assessment Group Inc. (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. Security magazine named Dr. Dietz one of the "Top 25 Most Influential People in the Security Industry."

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, Eric Rudolph and Jared Loughner.

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, which in 2010 awarded him the Seymour Pollack Award for Distinguished Contributions to Education in Forensic Psychiatry. He has been profiled in the *New Yorker*, the *Los Angeles Times*, *Psychology Today*, *Biography*, *CSO*, *60 Minutes II*, and other national publications.



BILL IRWIN (FBI, Ret.)

Mr. Irwin is a TAG Senior Analyst and Instructor. He retired from the FBI after more than 35 years in law enforcement and the military. Mr. Irwin spent the last 25 years at the FBI, where he was most recently responsible for managing the FBI Denver Division's Confidential Human Source Program.

Mr. Irwin was an FBI Polygraph Examiner for nine years and a Supervisory Special Agent in the Polygraph Program for three years. He has conducted almost 1,000 polygraph exams in criminal, counterterrorism, foreign counterintelligence, security, applicant, and employee misconduct cases. He has conducted polygraph examinations in many high-profile cases, including 9/11, the Oklahoma City bombing, the JonBenet Ramsey case, and the Columbine High School massacre. He has tested serial killers, terrorists, espionage suspects, organized crime figures, bank robbers, armored car robbers, serial child molesters, and subjects who have falsely reported crimes and falsely confessed to crimes.

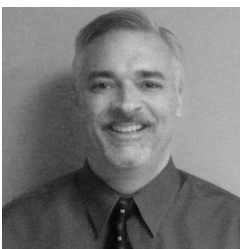
One of Mr. Irwin's specialties is teaching interviewing skills, focusing on the detection of deception and techniques for eliciting the most accurate information possible.



RONALD P. WALKER M.A. (FBI, Ret.)

As a Supervisory Special Agent of the FBI, Mr. Walker 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.



CURT SCHWALL Vice President AISS, a Sterling Infosystems Company

Curt is a leading background screening industry expert with more than 15 years industry experience. He is a past board member of the National Association of Professional Background Screeners (NAPBS). He is a frequent traveler to Washington DC where he has presented to Members of Congress and to government agencies, including the Department of Homeland Security, the Equal Employment Opportunity Commission and the Federal Trade Commission. Curt is a Criminal Justice Studies graduate of Eastern

COMMENTS FROM PRIOR ATTENDEES

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."