



Resilience After Violence

 Strolin-Goltzman, J., Kollar, S., Shea, K., Walcott, C., & Ward, S. (2016). Building a landscape of resilience after workplace violence in public child welfare. *Children and Youth Services Review* 71, 250–256.

WHAT IS THIS RESOURCE?

This article provides an overview of the prevalence of workplace violence in child welfare, describes prevention strategies, suggests a framework for responding to violence, and applies the framework to an event that occurred in a public child welfare workplace.

WHAT ARE THE CRITICAL FINDINGS?

Workplace violence is prevalent in the human services field. Guidance for child welfare leaders is needed to prevent violence and to move their organizations through organizational trauma when violence strikes a member of their workforce. Initiating certain measures can help prevent the escalation of issues into violence, while the establishment of a framework for addressing and assisting the recovery of employees after violence can help to support a healthy work environment.

Five building blocks for an effective workplace violence program include:

- Management commitment and employee participation
- Worksite analysis
- Hazard prevention and control
- Safety and health training
- Record keeping and program evaluation

WHEN WORKPLACE VIOLENCE DOES OCCUR, THE FIVE ESSENTIAL ELEMENTS OF IMMEDIATE AND MID-TERM TRAUMA INTERVENTIONS CAN ASSIST IN ALLEVIATING TRAUMA AND RETAINING STAFF:



WHAT ARE THE IMPLICATIONS FOR OUR WORK?

Workplace violence is a reality for child welfare agencies. Leadership at all levels must participate in developing a proactive plan to reduce workplace violence and be prepared to actively respond to the needs of employees when an incident occurs. When initiating this framework, it is important to keep the following in mind:

- Return to normalcy is slow.
- There is a shifting nature of reactions to traumatic events.
- Remember to focus on building a positive new culture.
- Balance empowerment with resource allocation and strong decision-making.