



Workplace Communication, Inc.

## **CASE STUDY**

### **Large Manufacturing organization - Typical client results**

#### **The Challenge**

During the last 20 years, a large manufacturing organization has downsized from 6,400 employees to around 1000 workers. Many changes in the external environment have caused the stress levels to increase dramatically. There is talk of further cuts and wage negotiations have been threatened. The employee morale is very poor and interpersonal conflicts have been on the rise. An incident caused an employee to be terminated due to an altercation in the parking lot involving a beating with a handgun.

#### **Our Approach**

As consultants we needed to help the upper management and union to develop a plan to curtail violence before it results in a catastrophe.

- Jointly develop a Violence Prevention Policy
- Educate all members of the organization regarding the policy and consequences
- Training for first-line supervisors to understand how to constructively confront aggressive behavior.
- Develop a protocol to handle aggressive threats that cannot be curtailed.
- Utilize mediation techniques to resolve conflicts in the early stages
- Develop a communication policy to honestly communicate the status of the organization
- Create opportunities for employees to deal with stress in a constructive manner

#### **Outcomes**

- Increased productivity
- Decreased interpersonal threats
- Reduce conflict
- Improved communication
- Improved workplace environment
- Reduced absenteeism due to stress reactions

**Workplace Communication, Inc.**

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