Preventing Workplace Violence and Active Shooter Incidents Training Course



21 - 25 Dec 2026

Cape town

4600 € (Per Person)

Ref: #SM6094_282216

Course Introduction / Overview:

This comprehensive training course is designed to equip individuals and organizations with the critical knowledge and skills necessary for effective workplace violence prevention and active shooter response. In an era where employee safety and security are paramount, moving beyond reactive measures to a proactive stance is essential. This program delves into the full spectrum of threat management, from identifying early warning signs and behavioral indicators of potential violence to implementing proven de-escalation techniques. As highlighted by security expert Gavin de Becker in his seminal work, "The Gift of Fear", intuition and awareness are powerful tools in preventing violence. This course, offered by BIG BEN Training Center, operationalizes such concepts for the corporate environment. Participants will learn to develop and implement a robust emergency action plan, understand the psychological components of a crisis, and master life-saving response strategies during a hostile intruder event. We will explore threat assessment models, incident reporting protocols, and the crucial steps for post-incident recovery, ensuring your organization is prepared to protect its most valuable asset, its people, from A to Z.

Target Audience / This training course is suitable for:

- Human Resources Managers and Professionals.
- Corporate Security and Loss Prevention Personnel.
- Facility and Operations Managers.
- Executive Leadership and Senior Management.
- Team Leaders, Supervisors, and Department Heads.
- Health and Safety Committee Members.
- Frontline Employees and Customer-facing Staff.
- Crisis Management and Emergency Response Teams.
- All employees seeking to enhance their personal safety and awareness.

Target Sectors and Industries:

- Corporate and Business Offices.
- Healthcare and Hospital Environments.
- Educational Institutions, including Schools and Universities.
- Retail and Customer Service Centers.
- Manufacturing and Industrial Facilities.
- Hospitality, including Hotels and Event Venues.
- Financial Institutions and Banks.
- Government Agencies and Public Sector Organizations.
- Non-Profit and Community-Based Organizations.

Target Organizations Departments:

- Human Resources Department.
- Security and Safety Department.
- Operations Management.
- Facilities and Building Management.
- Executive and Senior Leadership.
- Legal and Compliance Departments.
- Employee Training and Development.
- Internal Communications.
- Customer Service Departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Identify the warning signs and behavioral indicators of potential workplace violence.
- Apply effective verbal and non-verbal de-escalation techniques to manage conflict.
- Understand the legal and ethical responsibilities related to workplace safety.
- Contribute to the development and implementation of a workplace violence prevention policy.
- Conduct basic behavioral threat assessments and know when to escalate concerns.
- Execute the principles of the "Run, Hide, Fight" survival strategy during an active threat.
- Coordinate effectively with law enforcement and first responders during an emergency.
- Provide immediate post-incident support and understand the basics of psychological first aid.
- Develop a comprehensive emergency action plan for a hostile intruder event.
- Foster a culture of security awareness and proactive reporting within the organization.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement, retention, and practical application. We believe that learning to manage high-stakes situations requires more than passive listening. This course utilizes a blended learning approach that combines expert-led instruction with dynamic, interactive exercises. Participants will engage in realistic scenario-based simulations and role-playing activities that challenge them to apply de-escalation and response strategies in a controlled environment. The curriculum is enriched with detailed case study analyses of real-world incidents, allowing for in-depth discussion on prevention and response tactics. Group workshops and collaborative problem-solving sessions encourage participants to develop customized emergency action plans tailored to their specific work environments. Our expert instructors facilitate a supportive learning atmosphere, providing continuous, constructive feedback. Video analysis, interactive Q&A sessions, and practical drills ensure that participants not only understand the concepts but can also confidently execute the necessary actions when it matters most.

Course Agenda (Course Units):

Unit One Foundations of Workplace Violence Prevention

- Defining the spectrum of workplace violence.
- Understanding statistical trends and risk factors.
- Legal and regulatory obligations for employers (OSHA).
- Recognizing behavioral warning signs and pre-incident indicators.
- The role of organizational culture in prevention.
- Developing a comprehensive workplace violence prevention policy.
- Establishing effective incident reporting mechanisms.

Unit Two De-escalation and Conflict Resolution Strategies

- The psychology of anger and aggression.
- Active listening and empathetic communication.
- Verbal de-escalation tactics and calming techniques.
- Managing non-verbal cues and personal space.
- Setting boundaries and disengaging safely.
- Role-playing common conflict scenarios.
- Strategies for dealing with difficult customers and employees.

Unit Three Behavioral Threat Assessment and Management

- Introduction to behavioral threat assessment models.
- Forming and operating a multidisciplinary threat management team.
- Information gathering and source evaluation.
- Differentiating between making a threat and posing a threat.
- Intervention strategies and case management.
- Documentation and legal considerations in threat assessment.
- Liaison with mental health professionals and law enforcement.

Unit Four Active Shooter and Hostile Intruder Response

- Developing critical situational awareness in the workplace.
- Understanding the "Run, Hide, Fight" response model in detail.
- Run. evacuation routes, procedures, and when to commit.
- Hide. securing a location, silent concealment, and communication.
- Fight. strategies for last-resort self-defense and disrupting the attacker.
- Interacting with and providing information to law enforcement on arrival.
- Emergency medical care for the injured before professional help arrives.

Unit Five Post-Incident Management and Organizational Recovery

- Executing a post-incident communication plan.
- Accounting for all personnel and managing the incident scene.
- The principles of psychological first aid for affected employees.
- Facilitating access to Employee Assistance Programs (EAP) and mental health resources.
- Conducting a post-incident investigation and after-action review.
- Strategies for restoring workplace morale and normal operations.
- Long-term recovery planning and building organizational resilience.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond established protocols, how can an organization's underlying culture be the most powerful tool in preventing workplace violence before it ever begins?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by adopting a holistic and psychologically-informed framework that integrates prevention, response, and recovery into a single, cohesive strategy. While many programs focus narrowly on the tactical response to an active shooter, our curriculum dedicates significant time to the crucial pre-incident phases of prevention and de-escalation. We emphasize the development of behavioral threat assessment capabilities, empowering participants to recognize and manage warning signs long before a crisis erupts. The course moves beyond generic advice by incorporating principles of organizational psychology to help foster a culture of safety, awareness, and mutual respect, which is the true foundation of a secure workplace. Furthermore, our methodology is deeply rooted in practical application, utilizing high-fidelity simulations and role-playing exercises that build muscle memory and confidence. We also place a strong emphasis on post-incident management, recognizing that an organization's response in the aftermath of a critical event is vital for long-term employee well-being and operational resilience. This comprehensive, proactive, and people-centric approach ensures participants leave not just with a plan, but with a new mindset for creating a genuinely safer environment.