

VIOLENCE RISK ASSESSMENT

Structured Interview

APPOINTMENT DETAILS

Employee's name:

Date interviewed:

Start time:

End time:

Name of interviewer:

Job Number:

OVERALL RISK ASSESSMENT: *This section to be completed at conclusion of the interview*

Note: Guidelines for rating are found on page 18. Reasons for a judgement of Do Not Advance or Marginal must be listed on page 19.

| | |
|--|----------|
| LOW RISK Shows no MAJOR RISKS and is considered unlikely to display future violence in the workplace. | 1 |
| MEDIUM RISK Some noteworthy RISKS have been identified. However, THESE RISKS MIGHT BE ABLE TO BE MANAGED. | 2 |
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STRUCTURED INTERVIEW QUESTIONS

1. The Incident

Look for:

- *Chain of events*
- *Self-awareness / responsibility*
- *Presence / absence of empathy*
- *Did they perceive they were in control of their actions?*

1.1. What can you tell me about the recent incident that occurred at work, which is what brings you here today?

1.2. What was going on for you at the time (if you remember)? What was your experience?
(With this question you are trying to understand if the client felt/perceived they were in control of their actions or not?)

1.3. Could you estimate on a scale of 0 to 10 the extent to which you felt responsible for your own actions during the incident?

Not responsible at all | _____ | _____ | 100% responsible
0 1 2 3 4 5 6 7 8 9 10

1.4. (For ratings below 10) Could you describe what you believe might have contributed?

1.5. Is there anything you would do differently if you had the opportunity?

1.6. Concerning other contributing factors, how do you think they might be adjusted in the future to prevent similar events in the future?

Note: you should attempt to write down the exact words the employee used in responding to the question
Please tick the below indicators mentioned by employee in their answer.

| Positive Indicators | | Negative Indicators | |
|---|--------------------------|---|--------------------------|
| Reflects insight into impact of behaviour on others | <input type="checkbox"/> | Ignores personal warning signs | <input type="checkbox"/> |
| Any attempt to de-escalate situation | <input type="checkbox"/> | Limited capacity to accept responsibility | <input type="checkbox"/> |
| Expresses regret/remorse | <input type="checkbox"/> | Limited self-control | <input type="checkbox"/> |
| Expresses desire to self-correct in future | <input type="checkbox"/> | No interest in future problem solving | <input type="checkbox"/> |
| Reasonable self-control | <input type="checkbox"/> | | |
| Willingness to engage with current process | <input type="checkbox"/> | | |
| Apologised to those impacted | <input type="checkbox"/> | | |
| Has already taken steps towards self-help (EAP?) | <input type="checkbox"/> | | |

2. General Background

Look for:

- *Factors that could influence behaviour*
- *Demonstrated self-responsibility*
- *Overall social support*

2.1. Current / Past Medical Conditions? (Chronic / Acute)

2.2. Medications?

2.3. Current Living Arrangements? (Alone / with family / with others?)

2.4. Can you tell me about any people in your life that you'd say currently provide you with social support?

2.5. What can you tell me about any current stressors? (if any)

2.6. How do you feel you are going in the main areas of your life? (work, children, relationship, hygiene, housework)

2.7. Previous or current mental health concerns? (e.g. Depression / Anxiety / Psychosis)

2.8. Have you had any life experiences that you would say were difficult or that you found challenging or which had a negative impact on you? *(Checking for any history of trauma and the extent to which it is resolved or not)*

2.9. Suicidality & Self Harm - Have you ever felt so bad that you might want to hurt yourself or not be here anymore?

2.9.1. Current Suicidal Ideation

2.9.2. Current Self Harm

2.9.3. Previous Attempts to Suicide & Self Harm

2.9.4. Witnessed or been exposed to family and friends who tried

3. Work

Look for:

- *Value alignment*
- *Demonstrated persistence*

Current job title: _____ Length of time in job: _____

3.1. What is your experience of this job?

3.2. What is your experience of your organisation? (any persistent negativity or complaint about the organisation)

3.3. What is your experience of your team / manager? (Supportive / out for themselves / make you suspicious?)

3.4. What have you liked most / least about your time with this organisation?

4. Possible Problem Areas

Look for:

- Addictive behaviour
- Anger / frustration management

Note: For questions followed by letters **C-A-R** try to determine the **Context** of the situation, what the person did (**Action**) and what **Results** were obtained.

In this part of the interview you will be asked some questions about how you have handled different responsibilities in life.

4.1. Over a typical week, how often would you drink alcohol?

4.1.1. Most people who use alcohol have had the experience of doing something they wish they hadn't while drinking. Can you tell us about a time this has happened to you?
(Check SAFE test Supplementary Interview Items for self-report of drinking – only ask about this at the end of the interview as described in Section 9)

4.2. What experience – if any – have you had with recreational drugs?
(Check SAFE test Supplementary Interview Items for self-report of drug usage – only ask about this at the end of the interview as described in Section 9)

4.3. Can you tell us about you and gambling? **Note:** *Most employees will describe minimal or no gambling. Be alert for the employee who seems somewhat evasive, or who describes anything more than very casual gambling.*

4.3.1. Have you ever lied to anyone (including yourself) about your gambling?
(Check SAFE test Supplementary Interview Items for self-report of gambling – only ask about this at the end of the interview as described in Section 9)

4.4. Most people have had the experience at some time of feeling that they have just been pushed too far. Can you tell us about a time this has happened to you?
(Do not accept No) C-A-R

4.5. Work can be very frustrating at times. When was the last time you lost your temper?
If person says they don't lose their temper, ask: When was the last time you came close to losing your temper. C-A-R
Do not allow a repeat of answer to a previous question
(Check SAFE test Anger Management scale/Supplementary Interview Items – only ask about this at the end of the interview as described in Section 9)

4.6. When was the last time you were in a punch up with someone?
(Check SAFE test Anger Management scale/Supplementary Interview Items for history of fighting – only ask about this at

CHOOSE A POINT ON THE LINE FROM **PROBLEMATIC** TO **NO RISK**

Addictive behaviour

problematic no risk

Anger/frustration management

problematic no risk

5. Stress Tolerance

Look for:

- Emotional resilience
- Stress management

Most people have experienced stress at some time in their life. Some stressors might include work, home, health, relationships, family, finances or legal situations.

5.1. What might you say are the two most stressful situations you have had to deal with in your job? **C-A-R (CAUTION: Be sure to elicit two examples).** Sometimes it's helpful to ask: Looking back on it, would you do anything differently? Or What have you learned from this situation?

5.2. If I were your boss, how would I know that you were stressed?

5.3. What have you found most helpful in managing stress?

5.4. When have you last had a joke at your own expense?

CHOOSE A POINT ON THE LINE FROM **LOW** TO **HIGH**

Emotional resiliency

low average high

Stress management

low average high

6. Self-Awareness

Look for:

- Self-Awareness
- Candour

Many people like certain things about themselves and have other things they'd like to change

6.1. If you could change anything about your personality, what would it be?

Do not accept a change in physical appearance

6.2. How might life be different if you made that change?

6.3. Think about the person who is your toughest critic (e.g. parent, school teacher, boss, friend). If that person was to be totally honest in describing you, what would they say? *Do not accept: I don't know*

CHOOSE A POINT ON THE LINE FROM **LOW** TO **HIGH**

| | |
|----------------|--|
| Self-awareness | _____ |
| | low average high |
| Candour | _____ |
| | low average high |

Note: you should attempt to write down the exact words the employee used in responding to the question

Please tick the below indicators mentioned by employee in their answer.

| Positive Indicators | | Negative Indicators | |
|--|--------------------------|---------------------------------------|--------------------------|
| Ability to de-escalate situation | <input type="checkbox"/> | Impulsive | <input type="checkbox"/> |
| Assess risk / situational needs | <input type="checkbox"/> | Ignore potential danger | <input type="checkbox"/> |
| Seek constructive assistance (manager / co-worker) | <input type="checkbox"/> | Excessive “macho” attitude | <input type="checkbox"/> |
| Use of calm professional language | <input type="checkbox"/> | Overly passive approach | <input type="checkbox"/> |
| Reasonable self-control | <input type="checkbox"/> | Not following policies and procedures | <input type="checkbox"/> |
| Write up of incident / follow policy | | | |

ORAL SITUATIONS – ASSESSMENT OF EMPLOYEE’S JUDGEMENT

CHOOSE A POINT ON THE LINE FROM **LOW** TO **HIGH**

Common sense _____ low _____ high

Empathy _____ low _____ high

Accountability _____ low _____ high

Getting job done in difficult circumstances _____ low _____ high

8. Supplementary Interview Items

Raise any questions from the SUPPLEMENTARY INTERVIEW ITEMS section as appropriate

GUIDELINES

- 8.1. If you feel uncomfortable enquiring about a particular item, skip it.
- 8.2. Items that concern psychological treatment need to be handled with particular care. Follow the instructions below in Part B.
- 8.3. For most Supplementary Interview Item enquiries, see instructions under Part A below.

Begin by saying:

Remembering when you completed the Suitability Assessment (or the psychological testing), in one part there was a series of statements. You were asked to read each statement and respond either True or False as the statement applied to you.

Part A – General Supplementary Interview Items

What I want to do now is read some of the statements to you one at a time. I'll read it and then I'll tell you how you answered. Okay?

Read one statement and tell the person whether they answered True or False. When enquiring about an item, the following phrases will be most productive:

- Can you tell us more about your thoughts on that?
- Can you help us understand your thinking about that issue?
- Can you tell us more about that?

It is important to avoid follow up questions that begin with the word 'why'. This tends to put the employee on the defensive and makes them feel they have to justify their comment.

Part B – Mental Health Treatment Supplementary Items

There are some items I need to ask you about. I hope you appreciate that we don't want to invade your privacy.

Read the first statement and tell the person whether they answered True or False.

- Can you tell us roughly when this happened?
- In broad terms, what kind of help did you have?
- How are you now?

EMPLOYEE'S RESPONSES TO SUPPLEMENTARY INTERVIEW ITEMS:

List below the item # and quote the employee's response.

OBSERVATIONS AND RATINGS

9. Observations of Employee at Interview

Note any unusual behaviour during the interview (e.g. laughing at something that isn't funny; becomes irritable; overly defensive in a particular area; strange speech mannerisms; consistently vague answers etc.)

Appearance: _____

Attitude: _____

Please indicate your observations about the following behaviours:

- a. Was employee able to make comfortable eye contact with interviewers?
- b. Was employee dressed appropriately for the interview?
- c. Was employee's speech able to be **easily and clearly** understood?
- d. Did the employee easily understand the questions?
- e. Was employee able to convey a realistic understanding of what will be required to prevent re-occurrence?
- f. Has employee persuaded the consultant that he/she has sufficient drive to ensure future violence free behaviour at work?
- g. Has employee indicated sufficient self control, especially under stress?
- h. Are there any indications of questionable judgement or lack of common sense?
- i. Would you want to work with this person?

Yes No Un-
 sure

| | Yes | No | Un- sure |
|----|-----|----|-------------|
| a. | | | |
| b. | | | |
| c. | | | |
| d. | | | |
| e. | | | |
| f. | | | |
| g. | | | |
| h. | | | |
| i. | | | |

Note: The answers to these questions become part of the decision making process. One question, or even several questions, should not be taken by themselves to make the recommendation.

10. Guidelines for Final Rating

The final rating is to be based on:

- The employee's answers to interview questions
- The manner and tone of the answers
- Careful review of the Suitability Test results
- Observations of the employee during the interview
- Your responses to the eleven questions above
- "Gut feel" and instinct

The following is a guideline for what the number to be assigned means. Interviewers should keep in mind the **main issue** is what the ultimate recommendation is. Ultimately, The referring organisation is using the results of this assessment as one source of information to make a decision about the next steps for this employee. The report is not the only source of information.

THE RATING CONCERNS THIS EMPLOYEE'S RISK OF FUTURE VIOLENCE IN THE WORKPLACE, AT THIS TIME. THE RESULTS OF THIS ASSESSMENT ARE VALID FOR A MAXIMUM OF 12 MONTHS POST ASSESSMENT DATE.

| | |
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11. Specific Reasons for Final Ratings of High or Very High Risk

Use interview data, test findings and observations of candidate whenever possible.

REASON 1:

Evidence

REASON 2:

Evidence

REASON 3:

Evidence

REASON 4:

Evidence

REASON 5:

Evidence

CONSULTANT NAME

SIGNATURE

DATE