

## 19 WORKPLACE VIOLENCE

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### CASE STUDY

Because she wants to be home for her kids in the afternoon, Sara Ahmahd has decided to work the night shift at the local Quick Stop convenience store. On weekends, there are two clerks on duty because of the increase in customers, but during the week Sara is the only one on duty. Her husband Lahab worries about her safety and has read articles in the paper about workplace violence.

1. How does the National Institute for Occupational Safety and Health (NIOSH) define workplace violence?
2. What are the types of workplace violence that can occur, and how are these incidents categorized?
3. Lahab is right to be concerned for his wife's safety. There are several factors that tend to increase a worker's risk for workplace assault. What are these factors?