What Would You Do

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What Would You Do

# Response one

(a). Companies face issues because they have to deal with thousands of employees and general public. Every company makes policies to provide safety and manage to ensure security arrangements at their workplaces. In a company, there are departments which have tasks to complete, such as human resource management. Its role is to help company for effective management and planning so that, employees would be able to achieve gains of company. I as a human resource consultant would be assessing the company’s commitment towards workplace safety along with the evidence. I would be also providing evidence to support my position. Zuckerberg San Francisco General Hospital, in the past few years, has been facing some security issues, and cases against their security failures.

It is the responsibility of every company to make sure that its employees, consumers, and customers are safe, and they do not have to worry about life threats. Unfortunately, company has failed to ensure quality services to people, and employees, that is why nurses from emergency department of our general hospital have filed a complaint against violence, and safety issues. Staff, being hired in health and safety are not well trained, and they are unable to prevent security issues. While employees of the California Division of Occupational Safety and Health are discouraged by the management to not share any reports against incidents of violence within the organization. However, they are concerned about the steps were taken by the human resource management in security operations to avoid any further incidents of violence.

Furthermore, with these issues of violence by patients and people, overcrowding by patients, and a smaller number of employees is another problem of human resource management. It is considered to be overcrowded, when more than 70,000 patients visit trauma centre, which has only 58 beds in it. This higher number of inflow of patients increases the probability of assaults of nurses, and other staff members in company as an example over 40 members in hospital were assaulted. This is a failure of human resource management because it has failed to provide security to employees as an employee, "Duran" also blames the management for not providing services and training to employees to cope with the triggering events occurring in the company. There are policies to ensure security but still working staff and patients are no clear about them. Because management is not able to see any change or any developmental initiative to ensure security, and training for staff. I believe that if there are policies, then they should be implemented properly. Ensuring policy implementation means that people, and employees could see it practically happening, and they are sure about the thing that, the number of violence cases and assaults are going to decrease.

(b). Workplace safety-related elements in a company are already in existence as the report mentions that, there are policies which ensure security of people, and staff in the company. The policy includes an active violence anticipation plan to ensure a safe environment. Presence of this policy confirms that, the levels of security services are not that much down. According to the spokesperson Brent Andrew, he mentioned that, complaints and occurrence of violence have decreased to 10 per cent during the year of 2018. This is the result of having policies and plans like Workplace Violence Prevention Committee which was established last year. However, these policies are not implemented on a larger scale because management does not encourage reporting and complaints of violence. The administrative department is not receiving and complaints.

In past, nurses and other staff use to get training but with an increase in the flow of patients, and slow hiring of staff by the management has discouraged the training, and this has not been a priority of the company (Laura, 2019). Training is important to ensure timely service provisions with quality to help employees, patients, and other visitors for their well-being. There has to be availability of employees during emergencies, and their training is more important. Availability and quality are important because hospitals cannot compromise over the security and quality of services to patients and people.

# Response two

(a). Every company has its commitments towards safety management, well-being of employees, and other people in the company. These commitments ensure people that, they are in a safe environment, and they are working without being so pressurized, and they are not subjected to work during extra hours. Sometimes employees are subjected to work under pressure with double tasks that have to be completed within a time frame, otherwise, it will result in firing and losses to the company. While, a company can not compromise on its huge losses, because it takes time to stabilize a company. To avoid these circumstances a company should have proper management that would be giving tasks accordingly and managing team would be also responsible to hire staff for the company. A limited number of employees and overburden in their roles may lead them to commit mistakes, threat their wellness, and subject them to unhealthy work

ing places.

I feel different as a business owner of a bakery, where there are only ten employees who manage crowd till 1 AM. These employees are given multiple tasks throughout the year, and they have to deal with the public coming to the bakery. This means that, these employees are responsible for managerial and financial tasks, bakery preparation, staffing, and delivery services. Multi-tasking is good to develop multiple skills but, on the contrast, I feel that, this threats well-being of employees by exposing them to overburden of roles. Company’s commitments are not that much appreciating because there are very few employees who are responsible for every task in the bakery and store where there is a large number of customers. As an owner of company after being asked for the plans, I would plan to hire more staff because overburden of roles in ten employees may increase risks of health and their well-being.

(b). Workplace safety-related elements particularly, workplace violence preventions are important. I believe that they should be implemented in every company because employees are the priority, and without them carrying a business towards success is impossible. Keeping in mind that implementation of these will cost higher amounts but there are strategies like training during the probation period would help to avoid any kind of risks and violence factors. Training provided to new employees would not cost much that much as compared to hiring more employees for security. It is a good strategy to train employees at once rather than spending money on extra hiring of employees with a tight budget. When employees will get complete training, they would be able to cope with the critical situations and they would be able to deal with different customers who encourage triggering events of conflicts.

Adding to job-specific training, it is important to create a conducive environment by making appropriate, and acceptable behaviours of employees along with people. Any misconduct on organization may lead to conflicts between employees, and people, even employees themselves are more likely to get into conflicts. There have to be some set of rules defining code of conduct and behaviours in which people, and employees will have to react in orders to avoid violence at workplace. Setting appropriate and acceptable behavioural may be considered as a better strategy because it does not cost too much money that cannot be afforded by the company.

(c). Human resource management help employees by enabling them to learn about organizational environment and required skills to achieve organizational of company objectives. Trainings are arranged by the human resource management and in this assessment, there is a need of both, human resource management, and training to employees. For employees working in my company, I would prefer to give them monthly based trainings because it is important to help them to develop. It is also important to keep them motivated by exposing them to those tasks for which they are able to. Trainings are not costly in this context because we already have our senior team comprised of ten members who know management, communication habits, and they also have expertise in cooking and preparing food. Effective trainings may be ensured by a clear understanding and communication between people. Offering effective training to employees may boost them to work actively and in a peaceful manner as a result of continuous trainings.

# Conclusion

Organizations may face issues of violence and other triggering event which may harm people, employees, and organizations as well. Therefore, it is important to take care of such issues created by general public. It is also important to give employees an appropriate training so that they would be able to cope with sudden issues and emergencies. However, there will be some financial constraints but it does not necessarily mean that an organization will leave people and employees to get into fights and disturb the organizational environment. Trainings are beneficial for both organizations and employees because this method is effective, and it ensures safety at workplaces. Trainings are not costly, and they will allow organizations to learn how to proceed.

References

Laura, W. (2019, October 22). ER nurses file workplace safety complaint over alleged violence against staff. Retrieved November 27, 2019, from The San Francisco Examiner website: https://www.sfexaminer.com/news/er-nurses-file-workplace-safety-complaint-over-alleged-violence-against-staff/