

CONTENTS

Foreword	xi
<i>Garry G. Mathiason</i>	
Preface	xxiii
Acknowledgments	xxv
Chapter 1. Threat Management: Organizational Challenge	1
A Threat Review Team	6
Chapter 2. Workplace Violence: An Overview	9
Defining Workplace Violence	10
Recognizing the Types of Workplace Violence	12
Statistics on Workplace Violence	13
Myths Regarding Workplace Violence	14
Conditions That May Lead to Workplace Violence	16
Warning Signs	16
Chapter 3. Organizational Response Options	19
Threat Response Process	20
Incident Response Checklist	24
Chapter 4. Intake Process	31
Initial Stage of Contact	31
Second Stage of Contact	35
Chapter 5. Category Classification	39
Category 1	41
Category 2	44
Category 3	45
Category 4	45
Category 5	46
Case Examples	47

Chapter 6. Threat Management: Interviewing Strategies	61
Introduction	61
Interview and Investigation	62
Chronological Documentation	68
Establishing the Pattern	69
Collateral Interviews	71
Assessment of Case Material	74
The Interview Environment	80
Interview Phases	82
Chapter 7. Liaison with Law Enforcement	85
Chapter 8. Analysis of Threats	93
Principles of Threat Communication Analysis	95
Communicated Threat Rating	98
Case Example	101
Chapter 9. Threat Assessment Feedback for Management	105
Feedback Elements	105
Case Example	106
Chapter 10. Stalking As a Contemporary Crime in the Workplace	111
Background	111
Stalking Defined	115
Stalking As a Mental Disorder in the Workplace	119
Threat Assessment and Response	121
Chapter 11. Cyberthreats	127
Defining Cyberthreats	127
Risk Control	129
Case Examples	130
Chapter 12. Insider Threat: Risk Management Consideration	131
Behavior, Personality, and Motivation of the Employee at Risk	132
The Development of a Problem	136

Behavioral Indicators of Insider Risk	139
Applications	143
Chapter 13. Executive Vulnerability	147
Appendix A. Threat Information Card for Potential Victims	153
Appendix B. Stay Away Letter	155
Appendix C. Behavior Improvement Plan	159
Appendix D. Health Provider Questions	163
Appendix E. Announcement to Employees Regarding Security Changes	165
Bibliography	167
Index	175