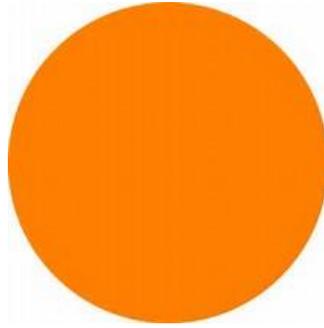


GROUP 6



Co-Worker

Lisa is the Director of Human Resources at ABC, Inc. a large architecture firm.

On Friday morning, Lisa is notified by a department supervisor that a long-time employee, John, has threatened to kill a co-worker, Steve. The threats were left by John on the company general voicemail prior to the start of the work day.

John, according to several other co-workers' accounts, had been acting erratically lately. He got angry at Steve last week during a department meeting and has had several other outbursts over the past few weeks.

Lisa deactivates John's badge, cutting off his access to the building, but John still shows up at work later that morning. The security guard posted in the lobby, who has been informed of the situation, sees John, escorts him off the property and tells him to "go home." Lisa and one of the Executive Vice Presidents later call the local police. The police do a well-being check at the address the company has on file, but John is not home. They follow up several times over the weekend, but John is not at his house.

One co-worker, Ann, sees John in a local supermarket on Sunday. He waves, says hello and says, "See you at the office tomorrow!" Ann is concerned. She reports having seen John and what he said to Lisa and other management.

By Sunday night, ABC, Inc. has decided to terminate John. Early Monday morning, the company sends John a package via courier. In it, there is a letter outlining the terms of his departure. However, John doesn't receive the package because it was sent to the wrong address. John moved last month.



Around 10:00 a.m., John arrives at the office and is stopped at the front door by security. He is angry and begins making a scene, yelling things like “I will come back and burn this place to the ground!” The local police are called and they arrest John for disorderly conduct and threats to commit a crime.

Case Study Questions:

1. What immediate workplace safety precautions, if any, should be taken?
2. What policies and protocols should be available to assist in dealing with this situation?
3. Could anything have been done differently that might have avoided the scenario where John returned to the office?

