

The University of Würzburg attaches great importance to ensuring the safety of its employees.

This leaflet aims to help staff recognise potentially unsafe situations and react appropriately when confronted with aggressive or violent behaviour. It also describes the actions to be taken after an incident of aggression or violence and the support available from the University.

#### Phone numbers to remember:

Police: 110  
Legal Department: +49 931 31-88757

This leaflet was written by a task force appointed by the University Board in consultation with the Würzburg police.



Julius-Maximilians-  
**UNIVERSITÄT  
WÜRZBURG**

## Aggression and Potential Violence

## Types of aggressive or violent incidents

- Deliberately impolite or inappropriate behaviour that may escalate to violence (e.g. harassment, refusal to cooperate)
- Verbal abuse (e.g. insults, put-downs, name-calling, intimidations)
- Violence directed at property (e.g. kicking furniture, vandalising or destroying property)
- Indirect violence (e.g. attempting to influence decisions through threats or coercion)
- Physical assault (e.g. pushing, punches, kicks)
- Extreme acts of violence involving a firearm or other weapon (e.g. knife, scissors, stapler, chair), active killer or hostage situations

### More information can be found at:

<https://www.uni-wuerzburg.de/verwaltung/atu/aufgaben/arbeitsicherheit/sonstige-themen/hilfe-im-notfall/merkblaetter-mit-verhaltensempfehlungen/>

## How to deal with aggression and violence

### Remain calm!

Don't panic or rush the situation. Appear calm, centred and self-assured. This can have a contagious effect on others and may help de-escalate the situation.

### Talk to the aggressor!

Make eye contact and try to communicate with the aggressor. Speak slowly, loudly and clearly.

### Remain in control of yourself!

Don't be threatening, offensive or provocative! Be firm and clear about what you want.

### Remove yourself from the situation!

If you are physically assaulted, retreat immediately and alert others to the situation. Don't touch the aggressor! Protect yourself first, don't worry about documents or furniture!

### Obtain support from others!

If you feel you can't handle the situation on your own, turn to a co-worker for support and attempt to draw attention to the incident.

### Call for help!

If your efforts to de-escalate the situation aren't successful, don't hesitate to call the police!

## What to do afterwards

Write down the facts and circumstances of the incident! Make a note of what happened (who, what, where, when, why and how information). Write down the names of the persons involved including any witnesses. Complete the violent incident report form.

Your information may be valuable to the police.

**The report form is available for you to download from:**

<https://go.uniwue.de/notfall>

**Report the incident to your supervisors!**

They will look into it and take further action, e.g. notify the Legal Department or have the aggressor banned from University premises in accordance with the University building rules and regulations.

**The building rules and regulations are available for you to download from:**

<https://www.uni-wuerzburg.de/fileadmin/33010000/Ordnungen/Hausordnung.pdf>

## What will the University do?

The University Board will take whatever legal action is necessary and appropriate and will ensure that victims receive the support they need to recover from the incident.

The University is also available to provide advice on safe workplace design.

Always remember:

**Call 110**

**if there is immediate danger!**