

# Module One

# Workplace Case Study

D·PREP  
SAFETY DIVISION

TRAINING  
OUTPOST

## Case Details

Davis works at the counter of a fast-food restaurant in an economically depressed town with a high crime rate. There have been increased conflicts with customers related to their entitled behavior, which has left the restaurant short-staffed. On an evening shift, about fifteen minutes to closing, Davis is working with Jamila, managing the drive-through and helping with the front counter. Jamila is two weeks into the job and just coming off her training period.

A customer insults Davis for getting his order wrong and throws the bag of food across the counter at him. When Davis tells them to leave, the customer and their two friends knock over the fountain drink cups and straws, insult Davis, and tell him they will be waiting outside for him after closing. Davis makes a report about the incident and calls the police. Police drive by twice over the next hour as Davis and the other few employees are closing. The customers drive off and do not return. Davis calms Jamila, who is visibly upset by what happened, and confides in Davis that she is going to look for a new job.

Davis is frustrated about the entire incident and posts on his social media account. The next day, Carlos, the store manager, gets a call from the corporate human resources office to inform him that Davis made a post threatening company management and that they recommend termination.



## Questions to Consider

- What are some of the primary risks you see in this case? Name the two separate threats.
- What type of assessment(s) would be best (psychological, triage, violence risk, threat)?
- Would you characterize the threats as transient or substantive in nature? What questions would you need to ask to help with this appraisal? Would you consider this case behavior as more hunting or howling?
- Would this case be better understood as an affective or targeted violence motivation?
- Using the metaphor example of "touching all the parts of the elephant," what parts of this case should we include to gain a better context?
- How might you have handled the case differently?
- What other facts would help complete an assessment and engage in risk mitigation planning?
- While you consider risk or escalation factors on one side of the see-saw, what might be some supportive, stabilizing, or protective factors on the other side?
- What general level of risk would you assign to the case (low, moderate, high)?