# VIOLENCES EXTERNES AU TRAVAIL



#### OU'EST-CE OUE C'EST ?

Ce sont des actes commis envers les salariés par des clients, des usagers, des patients...

# INCIVILITÉS



## VANDALISME



# 8 ACTIONS POUR PRÉVENIR LES VIOLENCES



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Améliorer la gestion des relations avec les clients.



Optimiser les modes de fonctionnement de l'entreprise et son organisation du travail.



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# **Violences Au Travail Lorganisation En Deacutebat**

**Caroline Cintas** 

#### **Violences Au Travail Lorganisation En Deacutebat:**

Violences au travail Caroline Cintas,2013-11-05 Les violencesau et dutravail touchent manag s et managers La m diatisation des vagues de suicides dans de grandes entreprises fran aises a rig le management en principal coupable et responsable de la d gradation de la sant des salari s au travail Dans sa forme la plus aboutie il est incarn par les managers harceleurs qui recherchent le stress et la terreur pour mieux atteindre les objectifs Cette th se se trouve renforc e par les tudes et recherches d non ant l valuation des performances les m thodes de Gestion des Ressources Humaines individualis es comme autant de pratiques inductrices de violence au travail Cependant d autres recherches contre courant r orientent le probl me de nombreux cas d entreprise montrent que la violence prosp re lorsque le management est absent ou emp ch Le r le du management est donc ambivalent la fois potentiellement producteur et aussi pr venteur r gulateur des violences Ce livre s adresse ainsi tous ceux qui souhaitent approfondir voire modifier le r le du management dans les situations de violence salari s agents fonctionnaires tudiants en management managers encadrants dirigeants d entreprises et professionnels de la fonction RH Il propose un regard diff rent sur les violences au travail et des pistes innovantes pour les pr venir et les r guler L ouvrage invite galement construire un projet ducatif qui prenne en compte la dimension critique dans l enseignement du management

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