

Increasingly, workplace violence incidents are affecting organizations and their employees. Provinces and States are requiring employers to draft and implement workplace violence programs. ESI is pleased to offer the Workplace Violence Training and Workshop, designed to assist management and staff to deal with these challenges.

Course Overview:

The ESI Workplace Violence Training and Workshop with tabletop exercise provides crucial insights and practical skills to effectively prepare for, predict, respond to, and manage these complex and traumatic scenarios. Through a blend of theoretical presentation and customized tabletop exercise scenarios, participants will discuss how to assess threats, make informed decisions under pressure, and implement strategic responses to mitigate harm and protect lives. Covering topics such as prevention of an incident, de-escalation procedures, evacuation protocols, necessary actions, crisis communication, and post-incident support, the course equips individuals with the knowledge and confidence to enhance their situational awareness and readiness. This course empowers participants by helping them to create a safer work environment and develop critical skills to appropriately respond if presented with an unthinkable challenge.



During an incident, interoperability with First Responders is critical. By delving into real-world simulations, participants will gain a comprehensive understanding of the dynamics at play during such incidents and how to work collaboratively with law enforcement and emergency services. The integration of the Incident Command System (ICS) presents a common language and principles when working with response agencies and is introduced to participants in this course.

Beyond the response phase, the Workplace Violence course provides program leaders with ideas to create a sustainable “program” which ties into a CSA/NFPA compliant Emergency Management Program. The Workplace Violence Training & Workshop provides a foundation for organizational leaders charged with building and validating Province or State-required workplace violence programs.

Course Topics:

- Overview of workplace violence
- Prevention of workplace violence
- How to identify a threat
- Recognizing the escalation to violence
- De-escalation techniques
- Protection: Preparedness and Control
- Response procedures
- The evolution of the active shooter
- Crime Prevention Through Environmental Design (CPTED)
- Integration of the Incident Command System (ICS)
- Crisis Communication
- Interoperability with Policing Agencies
- Emergency Operations Center (if applicable)
- Program documentation considerations

Target Audience is staff and program managers from:

- Public-facing operations
- Office complexes/High-rise buildings
- Places of Assembly
- Industry
- Critical infrastructure
- Mass Gatherings

Duration: 3-5 hours

Instructors: Jim Fleming, Mark Gillan

Prerequisites: There is no pre-requisite for this course, however, Incident Command System for Executives (I-402) or Introduction to ICS (I-100) is recommended.

ESI's Instructional Team



Jim Fleming, MSc, BEd

After graduating from the University of New Brunswick (F) with a Bachelor of Education in 1984, Jim attended the Atlantic Police Academy and was awarded the New Brunswick Chiefs of Police Award as the Top Cadet in 1986.

In the fall of that year, Jim became a member of the Saint John Police Force, and was immediately involved in the Force's move to Community Policing, specializing in Crime Reduction strategies, being recognized by the Uptown Saint John President's Award for Public Service (2004), the NB Minister of Public Safety for Crime Prevention (2003, 2010, 2011), the NB Solicitor General Award for Innovation in Police Practices (2007), and the Francis Memorial Award for Excellence in Crime Prevention (2005).

Since 2010, Jim has served as the Staff Sergeant in charge of the SJPF Public Order Unit, having been accredited through the Toronto Police Service and the Ontario Provincial Police; Public Order is responsible for overseeing public safety and evacuation planning for any large crowd events, including demonstrations, parades, and outdoor festivals.

Prior to 2019, Jim functioned as the SJPF Emergency Tactical Commander (SWAT), and was responsible for coordinating response to violence-related incidents, infrastructure protection and working with the NB Emergency Response Interoperability Project.

Most recently, Jim has been responsible for the re-start and supervision of the SJPF K-9 Unit, Emergency Measures (EMO) response, and Ground Search and Rescue coordination for the police.

In 2014, Jim was a Merit graduate from the University of Portsmouth (UK) with an MSc in Police Policy and Leadership, during which he undertook a study involving several Atlantic Canadian police services analyzing the effects of supervision and training upon how officers responded to violent incidents.



Mark Gillan, BBA, CFO, MIFireE
NFPA Level III Instructor
Canadian Security Clearance: Level III Top Secret

As Director of Emergency Solutions International, Mark leads ESI associates in conducting risk assessments, training, emergency plan reviews, exercise scenario development, digital simulation, exercise facilitation and evaluation as well as compiling final After Action Review documentation and recommendations. Service has been provided for critical infrastructures, such as Port Saint John, Point Lepreau Generating Station, Saint John Energy, and corporations like Atlantic Potash, Parkland Refining and the Mosaic Company.

Mark has conducted over 150 industrial exercises and evaluations in Canada, the United States and India. As a lead evaluator, Mark has authored reports on behalf of clients for the Canadian Nuclear Safety Commission and Transport Canada. In 2014, Mark authored the International Hazardous Materials Operations Plan under the International Emergency Management Assistance Compact (IEMAC) on behalf of Defense Research and Development Canada and International Emergency Management Group (IEMG) members. Prior to founding Emergency Solutions International, Mark served the City of Saint John Fire Department as an active firefighter, Hazardous Materials/CBRN-E technician and member of the rescue squad. Mark finished his 27-year career with the Fire Service in the position of Deputy Chief and Acting Fire Chief of the department.

During his tenure in the Fire Service, Mark worked for over eight years on the Rescue Squad. The focus of this team at fires was the search and rescue of trapped civilians. He was accommodated five times for civilian rescues. As a Hazardous Materials Technician, he was chosen as one of the first firefighters in Canada to attend the country's counter-terrorism program. As Divisional Chief in charge of Training, Mark was instrumental in designing and implementing the Saint John Fire Department's "Save Our Own" program and Incident Command System.

Mark has served as Incident Commander, Safety Officer and Emergency Site Manager at a number of serious incidents. On several activations of the Saint John Emergency Management Organization, Mark has fulfilled the roles of Fire Services Representative and Manager of the EOC. In his final year of service with the City of Saint John, he was the Director of the Saint John Emergency Management Organization.

In relation to our nation's preparedness: Mark has completed advanced training at CFB Suffield and has served through the Centre for Security Science as a Senior Special Advisor in the area of Chemical, Biological, Radiological, Nuclear and Explosive response. In this role, Mark has successfully completed projects related to implementing Capability Based Planning within the public sector, specifically in the areas of conducting Consolidated Risk Assessments through the identification of Full Spectrum Threat Scenarios. Further to the Consolidated Risk Assessments, Mark has facilitated and produced Capability Analysis/Gap Analysis within the provinces of Nova Scotia, Newfoundland & Labrador and Prince Edward Island.

Mark obtained his Bachelor of Business degree in 1998 from the University of New Brunswick and has completed the Dalhousie University, Certificate in Incident Command, the Canadian Association of Fire Chief's "Chief Fire Officer" designation (CFO), and the British: Institute of Fire Engineer's "Member's Level" designation (MIFireE) award. Mark has completed LNG Suppression Training at Texas A&M, and has studied Incident Command at the U.S. National Fire Academy and the Leadership in Crisis program at Harvard University.