

Attachment A
Focus Group Discussion Guide

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Online Workplace Violence Prevention Best Practices Courses (for Employees that Work in Stand-alone Healthcare Facilities, Home Health/Social Services, and Emergency Responders)

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Good **<morning, afternoon, evening>**. Thank you for participating in this focus group discussion about the online workplace violence prevention best practices course for **<employees that work in stand-alone healthcare facilities (physicians, dentists, pharmacies, etc.), Home Health/Social Services, or Emergency Responders>**. The purpose of this discussion is to talk about what you liked and didn't like about the occupation-specific course. We want your feedback to make it a better course that will help employees become more aware of workplace violence and to know what to do if they are confronted with violence in their workplace. Before we begin, I want to remind you that I am audio-recording our discussion **<point to recorder>** as an aid to preparing an accurate summary of your comments. However, your name will be kept private and will not be included in the summary report, so please feel free to provide honest feedback. And remember: you don't have to answer anything that you don't want to.

Opening question:

To begin, let's go around the room and say how many years you have worked in this occupation **< stand-alone healthcare facilities (physicians, dentists, pharmacies, etc.), Home Health/Social Services, or Emergency Responders>**.

Introductory questions:

Has anyone here ever experienced any type of workplace violence? How did you handle the situation?

Transition: The online course that all of you participated in was designed by the National Institute for Occupational Safety and Health, or "NIOSH," to raise awareness and educate employees about how to prevent workplace violence from occurring and how to react if it does occur. Let's talk a little bit about the course specifically.

Key questions:

What did you like about the course? What made that good?

What did you dislike about the course? What made that bad?

If you could change one thing about the course, what would it be?

What is one thing that really stuck out to you? Why do you think you remember it?

What would be some ways to help employees remember the information presented in the course?

What are some things that NIOSH could do to get more employees to take the course?

Ending question:

Is there anything else you want to share to improve the course?

THANK YOU for taking time to speak to me today! Your feedback has been very helpful!