

Fresno State Workplace Violence Prevention Plan

Supplemental Training

Employee Role: Cash Handling

Risks: Agitated / frustrated student or other constituent
Robbery

Preventative Measures: [De-Escalation training](#)
[AI Simulator – De-escalating a customer over a delayed payment](#)

Additional Measures: Know your exit routes
Contact University Police (559-278-8400)
Location of panic buttons (where applicable)