

CONNECTIONS INC

Employee & Family Solutions | Employee Assistance Programs

Vol. 18 #3

A Message from Matt

Vision without Values
Creates a Void

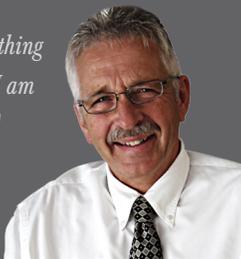
An organization's culture is defined by its values. Connections has had the opportunity to partner with organizations in helping to identify and define core values that drive business results. Although these values may not have been formally captured on paper, EVERY organization has values (realized or not) that define its culture and impacts results. When establishing a vision for the future, spend time reflecting on your values. Aligning your vision and your values increase the likelihood of success for tomorrow.

Interested in exploring core values in your organization? Feel free to give us a call: 1-800-779-6125.

Guilt: "I did something wrong," Shame: "I am something wrong."



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Workplace Violence Prevention

Preventing violence requires knowing the 'mind' of the perpetrator. At the point of acting out, the mind is on auto-pilot. The level of violence is directly proportional to the internal rage. Security expert Mark Goulston points out that the factors collectively leading to rage include subjective powerlessness, rejections, humiliation, injustice, insignificance, and nothing to lose by dying¹

Larry Barton, workplace violence expert with the FBI Academy and The U.S. Marshals Service says workplaces must break denial! He also warns about self-proclaimed "experts" capitalizing on recent tragedies. When seeking consultation investigate credentials, experience mitigating high-risk situations. Recently Barton emphasized:

1. The receptionist is actually one of the most vulnerable people in any environment anywhere . . . include them in the training that's offered . . . [protect] front faces!
2. Perpetrator profile? An employee, ex-employee, customer/supplier who has already been identified as angry . . .
3. The grievance collector who's written multiple blogs, written multiple letters, visited the property - someone obsessed.
4. Domestic abuse spilling over into the workplace is too common & requires extraordinary precautions . . .²
5. Sometimes domestic violence perpetrators are co-workers, however; most incidents are perpetrated by non-employee individuals. Potential victim employees may show increased fear, emotional episodes, physical injury & may self-disclose fears.³ Aggression is at least twice as common among co-habitators as it is among married partners. Two studies found that women in cohabiting relationships are about nine times more likely to be killed by their partner than are women in marital relationships.⁴



All employees should be educated to share concerns about patterns of rage or abuse! HR and management staff must investigate and evaluate immediately to mitigate potential risk. Depending on the level of risk, law enforcement may be your first call. Your EAP must be ready to provide consultation and support at earlier stages of concern!

1. Mark Goulston. Talking to Crazy: How to Deal with the Irrational and Impossible People in Your Life. 2015. AMACOM. Business psychiatrist, consultant, and subject of the PBS special "Just Listen with Dr. Goulston."
2. Barton, Larry. Crisis Leadership Now: A Real-World Guide to Preparing for Threats, Disaster, Sabotage, and Scandal. (2008).
3. <https://www.dol.gov/oasam/hrc/policies/dol-workplace-violence-program.htm#domesticviolence>
4. National Marriage Project, Rutgers, the State University of New Jersey, nationalmarriageproject.org/ . . .ouldWeLiveTogether.pdf)

Connections Inc. Employee Assistance Program's mission is to provide holistic assistance products and services that support optimum productivity, team work and healthy community in the workplace.

Connections Inc. Employee Assistance Program mission statement since 1988

News & Notes:

ADDICTIONS: UNFINISHED EFFORT! In an extensive historical review of EAPs (1972- Present) the Employee Assistance Professionals Association notes that addictions at work will continue to decimate the compensation budget unless:

1. Schools of medicine and related health education get serious about addiction by including comprehensive instruction in recognizing the disorder and effectively referring for professional assessment/treatment
2. Insurance companies acknowledge that effective recovery can be delivered by freestanding recovery programs at less than \$7000 for four weeks and reimburse for it, treatment costs will continue to escalate beyond any ability to reimburse.
3. EAPs must inquire about alcohol and drug use with every referral and be more than just a 'feel-good' program, EAP must be the best hope for breaking free of the prison of chemical dependency!
4. Work cultures and the larger culture must recognize that addiction is a killer that ruins lives, exacerbates a host of other health disorders, fills prison cells, and robs society of its greatest treasure – a fully realized human life! It can be successfully addressed as over 20 million Americans in long term recovery can attest! (*The Journal of Employee Assistance, Quarter II, 2018*)

SEXUAL HARRASSMENT: Helpful Update! Following CONNECTIONS previous feature article (Volume 18, #2) an additional significant sexual harassment factor came to our attention! Men need to hold themselves accountable and not choose peer pressure over respect for women at work. Men must be at the forefront of courteous and respectful change and growth in the workplace. Men must take the lead in really listening... Thank-you Nancy Board! (The Journal of Employee Assistance, Quarter II, 2018. <https://www.linkedin.com/in/nancy-board-54386a3/>)

Maynard's Corner

A proactive, engaging and comprehensive Connections Inc. Employee Assistance program does many things. Employee Retention is just one of them.

In 2018, employers are dealing with very low unemployment rates. Employee retention should be high on your list of priorities to keep your business viable. Connections Inc. can help with that!

By providing and using our services, employee personal issues are addressed and, in most cases, resolved. Employees are more likely to be retained and returned to productivity. The employer enjoys the great return on investment.



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NEXT ISSUE: Managing the Brilliant/Toxic Team Member

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