



**LION STRATEGY GROUP**

Presents

## **Look. Listen. Link. – Approaches to Mitigate Workplace Dysfunction and Violence**

### **In Partnership with the City of Keller**

The Look. Listen. Link. program addresses behavioral trauma within workplace relationships. The program teaches proper ways to measure the internal structure within each personality type to evaluate at which range of “threat level” an employee is: healthiest (non-threat level) to unhealthiest (threat level). The Look. Listen. Link. program provides the tools necessary to detect threat levels to aid leadership (e.g., supervisors, Human Resources, Risk Management, Department Heads, etc.) in being proactive in workplace safety enhancing performance, motivation, and job satisfaction.

#### **Course Overview:**

The course focuses on recognizing how personality and an individual’s level of health impacts behavior in the workplace. Attendees will learn the Look. Listen. Link. program to identify “lead-in” behaviors in employees that indicate they are about to engage in deviant acts or violence. Each attendee will be provided a template for determining the appropriate places and ways for engaging an employee, who is close to or at a high threat level. Specific areas of focus: personality types, evaluating psychological healthiness, developing and implementing action plans or “threat assessments” to thwart and address deviant/violent behavior, and the “Crucial Conversation” template to address the employee with dignity and respect (within the confines of current organizational practices).

By understanding the why by working on causes, not the symptoms, we will together address the following:

- Closed Boundaries between the organization and external environment
- Centrality of insider relationships
- Stress and anxiety contamination
- Depression expressed through fear or anger
- Despair and loss of hope.

Partnering behavioral sciences with a Leadership Thought Process, we position line personnel and supervisors to analyze the on-going issues by identifying the areas of interest and logical chain of events, which will lead to identifying root causes to make transformation within the individual, group, and organization.

#### **The Difference from Other Programs:**

There are many programs that speak to building resiliency in workplace environments. All provide great information, but lack in providing the necessary skills to students to apply what they learn in a real-world setting. The difference is you will learn:

- A unique theoretical understanding of the impact of direct and vicarious trauma on individual employee’s personal and professional lives. By utilizing the life cycle, students will also be able to anticipate challenges that may lie ahead for themselves and their team members.



**LION STRATEGY GROUP**

- Your own personality type and what “Triad” you are currently in. By understanding authentic self and current mental/emotional health level, you will achieve a higher sense of self-awareness, which is a key component to resilient living.
- What constitutes a Crucial Conversation and how to engage in such conversations in a manner that is respectful and ensures all involved are treated with dignity and respect. In addition, you will learn how to prepare and script for these conversations.
- An expanded view to identify red flags in behavior(s) that could lead to dysfunction/violence in the workplace or home; deviant behaviors increasing risk for the organization or the individual’s careers.