



## CONSULTING SERVICES

# Reintegration Support Services

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Awkward. Hostile. Difficult. Weird. These are terms used by team members and managers when individuals return to the workplace after an investigation has been completed following an incident. It's not unusual for all those affected by the incident to find it difficult to return to being productive as they are generally not sure how to behave or what to say.

### *Our Strategic Approach*

ProActive ReSolutions Reintegration Support Services (RSS) is not designed as a fact-finding exercise, or as a mechanism for apportioning blame for behaviours and incidents that have left people feeling distressed, upset, angry or generally unhappy. Rather, we focus on assessing the critical perceptions and attitudes that are currently held by the team or managers following an incident and determining how to best address those perceptions and attitudes in a way that will support the individual's reintegration back into the workplace.

## Our Methodology

RSS follows a structured approach to understanding and capturing the perceptions, issues and dynamics of the individual, the team and the managers involved.

### *Researching the Problem*

The first step in RSS is understanding the perceptions, attitudes and underlying issues held by those involved. This is done by interviewing the Complainant(s), Respondent(s) and Manager(s) in a series of one-to-one meetings.

### *Analyzing and Addressing the Problem*

With a clear understanding of the perceptions, attitudes and underlying issues, our consultants then begin

developing a coaching plan to help address these issues and perceptions.

### *Presenting the Findings*

ProActive ReSolutions will deliver a report confirming people's understanding of the problem, any actions taken and any relevant recommendations.

Note that ProActive ReSolutions will NOT disclose specifics of the scenarios raised by individuals and will maintain confidentiality with respect to the concerns and disclosures of participants.

Additional on-going coaching support is available as part of our annual support package.

## About ProActive ReSolutions

As pioneers and leaders in Building Respectful Workplaces, ProActive ReSolutions has been providing consulting and training solutions to global clients across multiple verticals since 2000.

ProActive Resolutions' consulting and training solutions are structured around standardized, evidence-based research. It is this core foundation that allows us to develop and customize consulting and training solutions to meet the needs of our global clients irrespective of their vertical and location.

Our integrated solutions philosophy allows us to develop and customize our consulting and training solutions around 3 key strategies:

- **PREVENTING** disrespectful workplace behaviours,
- **REPAIRING** relationships damaged by disrespectful behaviours and
- **PROTECTING** those at risk of violence in the workplace, community and home.

**60K+ People Trained Globally and Counting.**