



GEMINI TECH SERVICES, LLC
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GEMINI TECH SERVICES EMPLOYEE CRISIS INTERVENTION STRATEGY

Gemini Tech Services recognizes that dealing with problems can be challenging and can sometimes lead to a personal crisis. In many ways navigating through a personal crisis can be also frightening. Project managers, leads and team members can provide guidance to employees and help them to respond during these crisis situations. GTS understands that following the steps in this strategy may not always solve employee problem or issues. However, they are designed to guide them through these situations and link them up with the right professional entities that are experts with dealing with problems and crisis conditions that they may find themselves in.

Project managers, leads and team members are the first line of defense in crisis intervention. As the first line of defense, use caution when applying this strategy, be observant and only offer information and guidance on where to go for support or assistance. Refrain from taking on the roles of health professionals or qualified crisis intervention detection or support persons. Our crisis intervention strategy has five basic steps which should be initiated and followed whenever a GTS employee displays signs of dealing with a personal crisis.

Step One – Crisis Identification. Some of the signs that indicate employees may be in the middle of a personal crisis include changes in work performance, difficulty concentrating or recalling instructions, fatigue or lack of interest, excessive personal phone use, excessive tardiness or absenteeism and being irritable, suspicious, or withdrawn. While the list is not all inclusive, it is important to understand that problems which lead to a personal crisis may cause fear and anxiety and can become overarching and long-reaching. Employees dealing with a personal crisis are sure to be hesitant about divulging problems to co-workers and managers in the workplace. In those situations, co-workers and managers should not overly pry once they identified that the employee is in a crisis. The goal is intervention by experienced and qualified professionals. So quickly move to step three while always maintaining an emphasis on step two. Remember that a gesture of caring sincerity can go a long way in helping the troubled worker deal with their ongoing issues.

Step Two – Ensure Safety. While this phase really colors the other steps in the process, it is important at the very beginning to emphasize the safety of everyone in the workplace as the overriding concern. The safety of the employee, other GTS employees and business partners must be paramount throughout the entire process from both the minds of the employees that are providing leadership or guidance, and the minds of the employees that they are helping. Project Managers and leaders must keep the Operations Manager abreast of any employees dealing with a personal crisis and all crisis intervention details.

Step Three – Provide Support. During crisis intervention, it is important to communicate that GTS employees and leaders are here to assist other employees during a crisis. A sincere communication that “We are here to help you” is a critical communication to the employee under crisis. This demonstration of support has psychological factors of both reassuring the employee and allowing them to enter a calmer state where they can participate in the problem-solving process. The calmer state can also lead them to becoming more receptive to the recommendation of using professional resources. Communication also

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reinforces the understanding of the unconditional positive regard that GTS co-workers have for each other in the workplace.

The most essential element in this step is recommending that employees use the Employee Assistance Program (EAP) that is available for everyone through MetLife. The EAP can assist employees with the next steps in the strategy and help resolve a broad range of issues to include: Marriage, Relationship and Family Problems, Problems at work, Changes in Mood, Legal and Financial Issues, Stress and Anxiety, Alcohol and Drug Dependency, Identity Theft, Health and Wellness Concerns. Services are provided by E4 Health, Inc at 1-844-763-8543.

Step Four – Examine Alternatives. As we know, anxiety is the enemy of creative thinking. Hopefully, the employee in crisis is taking advantage of their EAP benefits introduced in the previous step. GTS project leaders and co-workers should understand that during this time, there may be new problems for the employee to solve in addition to the ones that brought about the crisis. Provide assistance as much as possible and help them weigh problem solving options while continuing to respect their privacy concerns.

Step Five – Make a Plan. Regardless of if the employee in crisis used the EAP benefit introduced in step three or not, at some point, problem solving alternatives will be weighed and the most likely approach to solve the crisis will be decided upon. GTS project leaders and team members may or may not be involved with this step but should maintain the same sincerity and concern introduced in step one.

Core listening skills are important in all phases of this strategy. Maintain an understanding that everyone has problems and challenges in their everyday life. Sometimes dealing with issues at the workplace can become overwhelming and result in a cry for help. The cry for help can be verbal or non-verbal and can be difficult to recognize. GTS hopes that the steps within this crisis intervention strategy will help employees recognize when their co-workers are in crisis situations as well as maintain safe, healthy, and productive work environments.