



managing risk



“ICAS account managers have always been extremely proactive in managing the service. This has helped maintain the visibility of the EAP for the last five years.”

Associated
British Ports

The reduction of people-related risks is a value at the heart of everything we do for our clients. It drives the key relationship management process in the delivery of company wide support schemes such as Employee Assistance Programmes (EAPs) and has shaped our approach to the measurement and management of stress.

It has also led to the development of a suite of highly specialised services aimed at assisting organisations in dealing with critical situations that, left unchecked, could result in grievance initiatives, investigations, disciplinaries and ultimately litigation.

Whether we are dealing with the entire organisation, individual managers and their employees or groups of employees, we tailor interventions to deal with sensitive challenges ranging from diversity and disability to disputes and formal investigations.

Managing Change

For managers and staff alike change can be one of the most unsettling experiences in the workplace; headcount reductions, relocations, outsourcing or the merger of two widely different corporate cultures. Since change is a permanent fact of worklife in the 21st century it represents a significant risk to the efficient operation of a business.

- **Consultancy**
Working with organisations to identify and mitigate the risks associated with organisational change.
- **Managing change for managers**
We train managers in how to understand the psychological impact of change upon individuals and how to support them through the transition process.
- **Dealing with change for employees**
ICAS trains staff in how to come to terms with changes affecting their lives and how they can regain an element of personal control and effectiveness in a climate of uncertainty.

Diagnostic Surveys

ICAS will work with you to gather employee feedback, identify risk, or assess organisational climate to provide benchmarks, diagnose problem causes, and provide action plans and strategies for change and improvement.

Training Programmes

Tailor-made training programmes are designed to improve manager and employee skills and awareness in such areas as conflict resolution, drug and alcohol abuse, managing remote workers, or dealing with difficult 'people situations'. ICAS uses innovative tools and techniques to enhance learning, increase self-awareness, and change behaviour. ICAS equips your managers and employees with the tools to manage the risks posed by customers and/or colleagues to individual mental wellbeing and organisational safety.



Conflict Resolution

Conflict can be a positive force for change, however it can also be highly destructive. Left unmanaged the disruption to the organisation can lead to the possibility of litigation and its associated costs.

- **Policy Development**

ICAS can provide policy development, policy review, or develop management guidelines and training to help you comply with the latest legislation.

- **Conflict Management Services***

ICAS offers a full conflict management service including:

- **Ad Hoc Mediation**

Skilled mediators work with the disputing parties to resolve workplace conflict. Mediation is a powerful tool for reducing workplace disputes before they become an organisational problem.

- **Internal Mediation Service**

A full planning and implementation consultancy service for organisations that require an in-house resource. Initial recruitment, procedure development training, assessment and monitoring are included. A Certificate in Mediation Skills and a Diploma in Mediation Skills are also available.

- **Neutral Assessment**

An ideal solution for when workplace disputes have become complex and you require more information about the wider issues to enable you to move forward.

- **Investigation Services**

Rigorous, quick and confidential investigations by professional consultants who will identify and interview stakeholders and provide a detailed and comprehensive assessment, report, and where appropriate, recommendations. ICAS can also train internal investigators where necessary.

Managing Workplace Equality, Diversity and Dignity at Work

ICAS provides a full consultancy service to support organisations in meeting legislative requirements whilst encouraging an appropriate culture for embracing diversity and dignity.

- **Bullying and Harassment**

ICAS can help you substantially reduce bullying, harassment and victimisation in your organisation.

- **Equality and Diversity at Work**

ICAS can help you move your culture towards one in which:

- diversity is recognised and acknowledged as valuable
- equality is every employee's responsibility
- inappropriate behaviour is more likely to be tackled sensitively and at an earlier stage

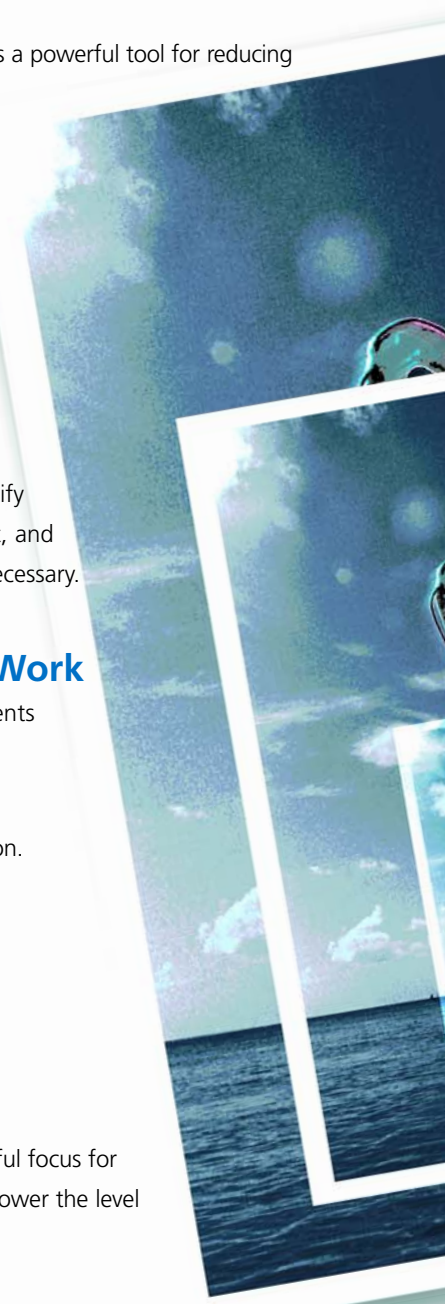
- **Working with Dignity**

The ICAS Working with Dignity concept provides a customised, coherent package that is a useful focus for behavioural change, improving management style and working relationships. This can help to lower the level of stress caused by inappropriate behaviour and reduce formal grievances.

Behavioural Risk Reviews

A proactive tool for managing behavioural risk in your organisation. Looking at the use of your EAP, ICAS highlights key behavioural risks that your organisation may be exposed to, highlighting their impact on the workplace and the resulting costs. ICAS then recommends preventative strategies to alleviate such risks.

*In association with Conflict Management Plus Ltd



About ICAS

ICAS, established in 1987, is one of the world's leading providers of employee support and behavioural risk management services.

With expertise in all aspects of behavioural risk, ICAS provides companies and organisations with assistance and support on a broad range of issues that affect an employee's ability to perform at work.

World-class account management allows ICAS to provide specific data for companies to benchmark employee performance across multiple sites and countries, and to direct strategic interventions where necessary.

With operations in 17 countries spanning six continents, ICAS supports more than one million employees in over 500 companies worldwide, 24 hours a day 365 days a year.

Talk to us

If you are looking to lessen the impact of adverse employee behaviour and reduce the associated costs, ICAS, the leading Behavioural Risk Management company, can help.

www.icasworld.com/managingrisk

or call 01908 285200

Supporting Employees | Managing Crises | Developing People | Managing Risk | Managing Absence | Managing Stress

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