

“You’ve wiped her tapes, Mark!”

MAX received a call from a company explaining that a member of staff had been sexually assaulted at the end of her shift and just before her holiday late in 2015. Understandably the lady was very shaken up by her ordeal but resolved herself to try and enjoy her holiday and put the whole episode behind her.

This was not easy to achieve and she was in contact with her employer over the holiday and explained that she felt very uncomfortable returning to work, despite the fact that she really enjoyed her customer-facing role.

The company knew of the resilience and assertiveness training that MAX deliver and contacted the MAX office to see if we could help.

After various communications between concerned staff and the survivor of the assault, Mark Wingfield of MAX Conflict Management proposed an initial Havening Techniques® session together with some other stress management techniques including Heart Rate Variability (HRV) Control. It was suggested that further assertiveness training would be appropriate later on to avoid a repeat occurrence of an assault in the future.

The consultation with the staff member took place on a 1:1 basis in a private room at an office during the employee’s holiday. Within an hour, the emotional distress associated with the assault had gone and the lady’s laugh had returned. Mark also successfully rid her of 2 phobias – one was of clowns and the other was of ants.

A fabulous result – the Health and Safety Manager received a hug from the lady (which was not usual) and he commented that Mark had “wiped her tapes” of the episode.

Shortly after, MAX worked with highly experienced managers from the union, hr and health and safety staff as well as the local police to pull together a highly successful tailored half day session incorporating boundaries, communication skills, developing empathy, assertiveness skills and simple effective last resort self-defence.

The report to the board of this initial feedback ‘Very different’, ‘Absolutely excellent’ and ‘The best conflict management training course I’ve been on’ led to all similar staff in the organisation being trained Spring 2016.

More on Havening Techniques® www.haveningmax.com/index.php/havening-videos/

More on MAX Conflict Management www.maxconflictmanagement.com

For more information & Part2 to the story please call Mark Wingfield on +44 774 263 4581

