

Linda Crockett Consulting

Prevention | Intervention | Repair



OVERVIEW OF LCC SERVICES

PSYCHOLOGICAL SAFETY IN THE WORKPLACE AND THE PREVENTION OF HARM



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LINDA CROCKETT
CONSULTING

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Linda Crockett Consulting (LCC) offers her five-time award-winning services with a 16-year track record of excellence. She offers comprehensive services to address negative interpersonal interactions, harassment, bullying, lateral violence, mobbing, and discrimination. With a steadfast commitment to prevention and intervention, Linda supports the repair, recovery, and restoration process. LCC operates through two specialized departments: Corporate Resources and Recovery/Repair Clinic. Working collaboratively, these departments equip organizations, individuals, and groups with essential tools and guidance to navigate and resolve complex workplace challenges. Linda's hallmark is its dedication to a holistic perspective, providing customized, trauma-informed services that ensure each client's unique needs and concerns are fully addressed, whether by supporting an organization's efforts to foster a respectful workplace culture or by assisting individuals and groups in addressing workplace-related issues.

MISSION

The LCC mission is to provide services to all our individual and corporate clients, using evidence-based practices and approaches with openness and transparency. Her mission is to enhance the quality of all employees' work-life and the overall organization. LCC wishes to protect each person's dignity and integrity by providing a variety of safe, confidential, non-judgmental resources for all organizations and individuals. LCC's goal is to educate on prevention, provide early interventions, or qualified crisis interventions, along with repair and/or recovery options for all workplaces, institutions, or communities. Her mission is to promote psychological safety in the workplace by offering trauma-informed consultations, training, coaching, counseling, and/or other customized services that lead to psychological health and safety for all." This mission statement reflects our unwavering commitment to fostering respectful and inclusive workplaces, institutions, and communities through evidence-based practices and a dedication to the well-being and dignity of every individual.

Mandate

The LCC mandate is to provide prevention, early, and crisis interventions, as well as restorative and repair services, to promote psychological safety in all workplaces, institutions, and communities.





ABOUT LCC

Linda Crockett is the esteemed founder of many services boasting a remarkable 39-year career as a professional social worker, with 16 years dedicated to specialized training, coaching, and trauma therapy across various professions, industries, trades, and institutions. As an internationally renowned speaker on this critical subject, Linda has championed psychological safety in workplaces, sharing her wealth of knowledge worldwide. LCC offers a comprehensive platform catering to leaders, HR, OHS, unions, lawyers, and investigators. Beyond organizations, Linda extends her support to individuals and groups seeking confidential spaces to review their cases and develop personalized strategies. Backed by a team of highly skilled and committed professionals, Linda's vision is a driving force behind her mission to promote respectful, psychologically safe workplaces and communities across Canada.



Examples of the professions, trades, industries, and communities we have trained:

Oil and Gas, Trades	First Nations, Metis, Inuit Workplaces and Communities
Unions, Safety Officers	Doctors, Nurses, Dentistry, and Paramedics
Investigators	Police, RMCP, Fireman
Mediators	Marketing Companies
Teachers	Academic Bullying
Legal Teams	People with Disabilities
OHS Students	Domestic Violence Survivors Entering the Workplace
Psychologists	Prevention of Elderly Bullying
Psychotherapists	Prevention for Teens Entering Workplace
Social Workers	Municipalities
Non-Profits/Charities	Engineers
Addictions Services	Vocational Rehabilitations Services

We have also provided our individual services to all professions including leaders and staff.

Locations Supported: Canada, USA, UK, New Zealand, Australia, Nigeria

STATISTICS



Respect at Work April 2022 Research Report Harassment and Violence in Canadian Workplaces:



71.4% of survey respondents experienced at least one form of harassment and violence or sexual harassment and violence, in the two years prior to completing the survey



65% of survey respondents experienced at least one behaviour or practice of harassment and violence at work in the past two years.



43.9% of survey respondents experienced at least one behaviour or practice of sexual harassment and violence in the past two years while at work.

Harassment and violence remain pervasive and destructive problems in contemporary Canadian workplaces. The consequences for workers, workplaces, and governments are profound and costly, ranging from severe physical and mental health consequences, lost earnings, and destroyed career paths, to profound economic losses for workplaces. Even with decades of research and advocacy, including union advocacy, changes in federal and provincial legislation, and social movements such as #MeToo and #TimesUp, harassment and violence remains widespread in Canadian workplaces.

Reference: <https://www.learningtoendabuse.ca/research/index.html>

OUR APPROACH



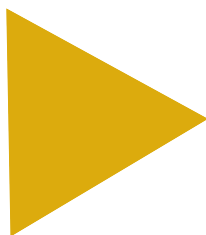
The LCC approach is built on the foundation of open and honest dialogue, recognizing the significance of addressing the core issues faced by both individuals and organizations seeking these services. Central to the LCC methodology is a holistic perspective, which considers the unique circumstances of each case through the lens of trauma-informed care. In her consultations, training, and counseling services, LCC uses a blend of rigorous research, real-world anecdotes, and hands-on experience gained from diverse professional backgrounds. LCC prioritizes not only supporting all clients, but also amplifying their voices, ensuring that every perspective is heard and valued.

Transparency, expertise, and wisdom are the pillars of our service areas. LCC is committed to providing realistic assessments for every case or situation, offering insights into challenges along with viable solutions and recommendations for the path forward. LCC views clients as integral members of the team, fostering collaboration and problem-solving as essential components of issue resolution.

LCC interventions are grounded in ethical principles, making them accessible and affordable to all. With a wealth of expertise and knowledge, we stand ready to create practical, workable solutions that empower individuals and organizations to move forward with confidence and clarity. LCC firmly believes that lasting change and healing are achieved through dialogue, trust, and the collaborative pursuit of solutions.

THE LCC MODEL

LCC firmly advocates that each party involved will necessitate access to specialized trauma-informed resources and support, recognizing that their needs, perspectives, prior or recent experiences, values, beliefs, knowledge, and available resources may vary significantly.



Leadership
Human Resources
Complainants
Witnesses
Respondents

LCC considers it crucial to collaborate with both internal and external workplace and community systems and resources to effectively bridge gaps and provide comprehensive support to all those we engage with.



YOUR INVESTMENT

LCC prioritizes transparency and collaboration, fostering direct and engaging communication with all participants involved in our programs. To facilitate effective communication, we request clarity regarding the designated point of contact for each training site, along with their contact information and availability. We recommend a minimum of two designated contact persons per training site to ensure optimal support. Confidentiality is deeply respected at all times.

In preparation for the LCC training sessions, Linda invites an initial meetings via phone, email, and/or video conferencing. These sessions serve to gather information regarding specific concerns or needs and keep the assigned contact person well-informed. In case of urgent matters, we are committed to promptly reaching out to the designated contact person.

Flexibility and adaptability are core values, and we pledge to make ourselves available with reasonable notice. Our team comprises highly qualified professionals with diverse backgrounds and expertise, employing strengths-based and person-centered methods tailored to the unique needs of individuals, groups, and organizations.

Linda's training initiatives focus on raising awareness, empowering participants to identify harassment accurately, and enhancing understanding of company policies, human rights, and available resources. Through interactive sessions in English and French, incorporating features such as surveys, polls, and breakout rooms, we aim to establish rapport and connections, ultimately fostering positive workplace relationships and reducing potential issues.

Linda takes pride in tailoring our training programs to suit specific needs, ensuring alignment with current policies and legislation, and promoting effective learning and application in diverse contexts.

EXAMPLE OF A FULL-DAY CORPORATE TRAINING AGENDA

Trauma-informed and
customized for your organization

Half Day Training Options Available



Harassment and Psychological Harassment: prevention, interventions, and repair or recovery options. *Note: the following agenda is customized to meet the contract needs.*

Morning Session (9:00 AM - 12:00 PM)

Introduction and Icebreaker (9:00 AM - 9:30 AM)

- Welcome and participant introductions
- Icebreaker activity to foster engagement (depending on the number of participants)

Defining Workplace Harassment (9:30 AM - 10:15 AM)

- Definitions from legislation, international research, and CIWBR examples.
- Differentiating harassment, psychological harassment, mobbing, lateral violence, racism, and discrimination.

Tactics and Nuances of Harassment (10:15 AM - 11:00 AM)

- Exploration of tactics employed in harassment cases (e.g., micro-managing, gaslighting).
- Case studies and examples to illustrate nuances.

Profiles and Complexities (11:00 AM - 11:45 AM)

- Examination of characteristics of targets, bystanders, and respondents.
- Special considerations for minority groups, including neurodiversity and LGBTQ+ individuals.

Lunch - Afternoon Session (1:00 PM - 4:00 PM)

Risk Factors, Impact, and Reporting Barriers (1:00 PM - 1:45 PM)

- Identification of risk factors and early signs of harassment.
- Discussion on barriers to reporting abuse.
- Understanding the multifaceted impact on individuals and their personal lives.

Prevention and Support Tools (1:45 PM - 2:30 PM)

- Strategies to prevent harm and support traumatized individuals.
- Recognizing signs of psychological harm and techniques to defuse tension.
- Reducing harm, offering support, and expediting recovery.

Workplace Impact and Costs (2:30 PM - 3:00 PM)

- Exploring the broader impact of harassment on the workplace, including costs, productivity, and the work environment.
- Video presentation summarizing the morning session.

Afternoon Break (3:00 PM - 3:15 PM)

Addressing Harassment: Rights and Responsibilities (3:15 PM - 4:00 PM)

- Review of relevant legislation, research, and statistics.
- Responsibilities of employers, leaders, and employees.
- The role of the 'Joint Health & Safety Committee' in addressing harassment.
- Conflict resolution strategies and debriefing approaches.
- Best practices for addressing someone causing harm and responding if accused.
- The complaint and investigation process.
- Company policies and procedures.

Closing Remarks and Resources (4:00 PM)

- Discussion on restoring, repairing, and recovery options.
- Emphasis on self-accountability, boundaries, and achieving a healthy work/community life balance.
- Recommendations for further reading and resources.
- Information on training packages for new hires and refresher courses.

Note: This curriculum incorporates engaging activities, case studies, and practical tools to foster a comprehensive understanding of workplace harassment, prevention strategies, and effective response measures.

FULL DAY IN TWO PARTS

Trauma-informed and customized for your organization

Two Days Part One and Part Two



Two-Part Training Series - Part One - Duration: Approximately 3 Hours

Introduction and Icebreaker

- Welcome and participant introductions
- Icebreaker activity to foster engagement (depending on the number of participants)
- Defining Workplace Harassment
- Definitions from legislation, international research, and CIWBR examples.
- Differentiating harassment, psychological harassment, mobbing, lateral violence, racism, and discrimination.
- Tactics and Nuances of Harassment
- Exploration of tactics employed in harassment cases (e.g., micro-managing, gaslighting).
- Case studies and examples to illustrate nuances.
- Profiles and Complexities
- Examination of characteristics of targets, bystanders, and respondents.
- Special considerations for minority groups, including neurodiversity and LGBTQ+ individuals.
- Risk Factors, Impact, and Reporting Barriers
- Identification of risk factors and early signs of harassment.
- Discussion on barriers to reporting abuse.
- Understanding the multifaceted impact on individuals and their personal lives.
- Closing Discussion and Questions
- Review of key concepts and participant discussion and questions.
- Summary and preparation for Part Two.

Part Two - Duration: Approximately 3 Hours - Prevention and Support Tools

- Strategies to prevent harm and support traumatized individuals.
- Recognizing signs of psychological harm and techniques to defuse tension.
- Reducing harm, offering support, and expediting recovery.
- Workplace Impact and Costs
- Exploring the broader impact of harassment on the workplace, including costs, productivity, and the work environment.
- Video presentation summarizing key concepts from Part One.
- Addressing Harassment: Rights and Responsibilities
- Review of relevant legislation, research, and statistics.
- Responsibilities of employers, leaders, and employees.
- The role of the Joint Health & Safety Committee in addressing harassment.
- Conflict resolution strategies and debriefing approaches.
- Best practices for addressing someone causing harm and responding if accused.
- The complaint and investigation process.
- Company policies and procedures.
- Closing Remarks and Resources
- Discussion on restoring, repairing, and recovery options.
- Emphasis on self-accountability, boundaries, and achieving a healthy work/community life balance.
- Recommendations for further reading and resources.

Information on training packages for new hires and refresher courses. Note: This curriculum incorporates engaging activities, case studies, and practical tools to foster a comprehensive understanding of workplace harassment, prevention strategies, and effective response measures.

EXAMPLES OF OTHER TOPICS

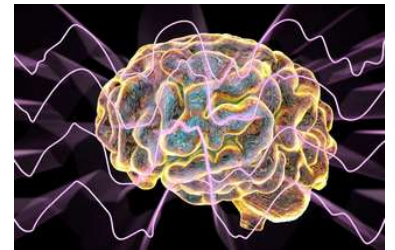


All Training Sessions are Trauma Informed

- Trauma Informed for First Responders
- Training for Therapists: assessment, diagnosis, and treatment.
- Training for Domestic Violence Survivors Returning to the Workforce
- Training for Teens: entering the work force.
- Bullying within Indigenous Workplaces and Communities
- Dealing with Highly Activated Nervous Systems in the Workplace
- Leadership: building emotional intelligence

LCC offers trauma-informed training for all professions, industries, trades and communities. First responding professionals (leaders, HR, Investigators, Mediators, Unions, Safety), staff, students, volunteers, domestic violence survivors, people with disabilities, and indigenous peoples.

Additional Courses Mini Mental Health Series



The following is a list of our one hour courses.

These can be offered individually, or in selected 1/2 day sessions.

Dealing with Difficult Conversations
Vicarious Trauma
Compassion Fatigue
Burn Out
Anxiety
Depression
Critical Debriefing

Healthy Boundaries
Work Life Balance
Emotional Intelligence
Neuro-Diversity
Grief and Loss
What is your leadership style?
Dealing with Addictions

Happy to develop additional courses relevant to needs, interests, or concerns.

ADDITIONAL TRAINING OPTIONS AND DETAILS



Full Day Training is outlined above. This can be customized and adapted for your organization. This is a trauma informed, in-depth format which allows time for discussion, Q/A, and break out groups for interactive activities and discussions. Size of groups will be dependent on whether this is in person or via video conferencing.

Half Day Training will be a condensed version of the above with little time for interaction, Q/A and no time for break out room activities.

More condensed training packages for new hires and/or refreshers courses are also available for purchase.

From her own experience, Linda has found it valuable to train staff separately from leadership. She prefers to train staff first so that they will speak openly, share experiences, and offer some feedback. LCC advises staff that their confidentiality is fully protected.

Training Leadership: in the leadership training LCC provides a summary and feedback on the themes identified with staff. We also include recommendations. The leadership training also includes information on leadership styles and tips for managing the ever changing needs of their employees, and meeting the needs of their diverse styles and personalities.



SPECIALIZED SERVICES FOR RESPONDENTS



Substantiated or Unsubstantiated Investigations: Prevention is Key

Consulting, Education, Executive Coaching, Assessment, and Short-Term Counseling

Linda Crockett offers comprehensive services tailored to address the complexities of workplace investigations, with a focus on prevention, education, coaching, assessment, and short-term counseling. She specializes in supporting employees and organizations through a structured, trauma-informed approach to resolve harmful workplace behaviors and their consequences.

Whether as part of a preventative strategy or following a substantiated workplace investigation, employees may be referred to Linda Crockett through either mandatory employer referrals or voluntary self-referrals. Employers often see value in retaining these individuals but require meaningful behavioural change as a condition of continued employment. Conversely, employees who have been subjected to unsubstantiated or malicious allegations frequently seek these services voluntarily to address the psychological harm associated with false accusations.

LCC also addresses cases where substantiated findings are later deemed incorrect due to investigator bias or inexperience, resulting in contaminated outcomes.

The process begins with a thorough review of evidence and concerns, followed by an in-depth initial session to build safety and rapport, assess motivation and capacity for change, and develop a collaborative treatment plan. Follow-up sessions focus on implementing this plan, with progress monitored through midpoint and final reports. Recommendations for additional resources, such as courses or therapy, may also be provided, with costs allocated to the employer or employee as appropriate.

Through this process, LCC ensures accountability, fosters behavioral change, and provides tools for healing, ultimately contributing to healthier workplace dynamics.

FOUNDER



Linda Crockett
Facilitator and Consultant



Linda Crockett is a globally recognized expert in workplace psychological safety, internationally respected for pioneering trauma-informed approaches to preventing and responding to workplace psychological injury, harassment, bullying, and violence. A registered social worker, therapist, published researcher, and founder of several award-winning organizations and initiatives, Linda has dedicated more than 16 years to advancing psychological safety while drawing upon nearly four decades of social work experience. In 2023–2024, she was recruited by the Government of Canada to serve on a four-person expert panel that conducted national research and developed two key resources, *What We Heard* and a companion guide for Members of Parliament, providing recommendations for a Restorative Engagement Program to better support public service employees affected by harassment, bullying, racism, and discrimination.

Through trauma-informed workplace assessments, policy reviews, consultations, customized training, executive coaching, and counselling services, Linda partners with leaders, employees, investigators, human resources professionals, unions, healthcare providers, legal professionals, and disability insurers. She provides education, consultation, and clinical support for all workplace stakeholders, including targets, witnesses, leaders, and individuals found to have engaged in harmful workplace behaviour. Linda also mentors professionals through specialized training programs that prepare coaches, counsellors, therapists, and trainers to support psychologically healthier workplaces.

A driving force behind International Workplace Bullying Awareness Week each October, Linda has helped expand this global initiative to participants in 22 countries. Organizations frequently seek Linda's expertise to address their most complex workplace challenges, including psychological injury, leadership conflict, organizational culture concerns, disability management, return-to-work planning, and high-risk employee matters. By integrating clinical expertise with organizational strategy, she helps workplaces prevent harm, navigate conflict, support recovery, and build psychologically safer, healthier, and more accountable workplace cultures.

Linda's career is defined by her commitment to advancing psychological safety through education, research, clinical practice, legislative advocacy, and innovative service development. Her work continues to influence organizations across Canada and internationally while helping shape the future of workplace psychological safety as an essential component of organizational health and leadership.

Whether supporting prevention, intervention, organizational repair, or recovery following workplace psychological injury, Linda is known for translating complex challenges into practical, evidence-informed solutions that improve both employee well-being and organizational performance.

For further information about Linda and her work, email psychologicalsafetyfirst@gmail.com