



# Protecting the Workplace from Human Based Threats

A multidisciplinary and holistic threat  
management program

[www.synergethics.com](http://www.synergethics.com)

[www.quantuminnovationcorp.com](http://www.quantuminnovationcorp.com)

# The Mission

**We** are promoting consulting and training services to potential clients designed to minimize the risk of human-based violence and disruption at the workplace while promoting a healthier workplace and increased productivity

# Who Are We?

**Synergethics** is a training and consulting firm whose mission is to advance client enterprise values focused on servant leadership through selflessness, respect, loyalty, trust, humility, honesty and team.

This mission touches the fundamental capacity of a team to thrive whether in a Fortune 500 company, a division of the military, a sports team, a non-profit organization, a health care institution or almost any other setting.

# Who Are We?

Synergethics has developed a set of tools that target characteristics that identify and lead to individual and organization success.

We accomplish this by deploying our product set to identify employee strengths and weaknesses in categories such as empathy, mental toughness, team play, leadership, decision-making ability, resiliency, trainability, and self-awareness, among others.

# Who Are We?

The product set is built around the *Leadership Enhancement Training Tool* (“The LETT<sup>®</sup>”), an empirically derived, systematically validated tool.

At its inception, the LETT<sup>®</sup> was designed by behavioral health practitioners, and then validated by members of the psychology department at Princeton University. Not only has this program been tailored for use by the US Navy SEALs and the Naval War College, but it has also been adapted for use by teams, universities and businesses such as Viacom, Brown University, Major League Soccer, and the National Hockey League.

# Who Are We?

CEO of Synergethics Dr. Walter Corey

- Dr. Walter Corey holds advanced degrees in counseling, leadership training, and the law.
- He has co-created the Leadership Enhancement Tool (LETT®) with the help of members of the psychology department at Princeton University where the instrument began its adaptation for use in the military, athletics and in the corporate sector as well.
- With modification, Dr. Corey brought it to Seeds of Peace where it found a special application with young adults of diversity from conflict regions around the world
- The LETT® has now been introduced to a wide range of team and individual sport settings, such as track, soccer, football, hockey, field hockey, baseball, basketball and crew and to male and female teams at all levels – professional, collegiate, scholastic and elite.

# Who Are We?

**Quantum Innovation Corporation (QIC)** is a Boston-based security consulting and training group specializing in behavior detection programs, workplace violence prevention programs, all hazard security policy and procedure development, and fair and impartial policing training and development programs.

# Who Are We?

QIC has developed unique behavioral detection techniques now used in police departments, corporations, airports, mass transit and military forces in the U.S., Canada, U.K. and Singapore.

QIC designed the behavior detection program known as “SPOT” used at all U.S. major airports by the Transportation Security Administration (TSA) and the U.K. mass transit behavior detection program known as “BASS” used by the British Transport Police.

# Who Are We?

QIC's "HIDE" behavior detection program was adopted by the Massachusetts State Police in response to the Boston Marathon bombing of April 2013 and by the Foxborough, Massachusetts Police Department for use at Gillette Stadium.

# Who Are We?

## QIC Vice President Tom Robbins

- Tom served 27 years with Massachusetts State Police including Director of Security at Boston Logan Airport for two years after the 9/11 attacks and capping his career as the Superintendent/Colonel
- His leadership in the difficult days after the 9/11 attacks led Boston Logan Airport to being recognized as the safest airport on the nation.
- He served as the incident commander for arrest of “Shoe Bomber” Richard Reid at Boston Logan Airport in December 2001 and oversaw security for 2004 Democratic National Convention
- Tom was a key official involved in the security design and protocols for Biosafety level4 (BSL-4) National Emerging Infections Disease Laboratory, the highest threat level type laboratory under criteria by the Centers for Disease Control and Prevention (CDC).



# Who Are We?

## QIC President Peter DiDomenica

- Peter served 23 years with Massachusetts State Police retiring as a lieutenant in 2010.
- He served as Director of Aviation Security Policy for Boston Logan Airport in two years after 9/11 attacks and was a key contributor to the airport being recognized as the safest in the nation
- He has trained over 4,000 police security officials in behavior detection in the U.S., Canada, U.K., and Singapore and has consulted with US Army and U.S. Department of Homeland Security in behavior detection methodologies.
- He has testified before U.S. House of Representatives as behavior detection expert and served as a lecturer on behavior detection for FBI, CIA, DoD and U.S. Secret Service.



# The Threat

- The U.S. Department of Labor defines workplace violence as “any threat or act of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at [a] worksite.”



# The Threat

- From 2006 to 2010, an average of 551 workers per year were killed as a result of work-related homicides (Bureau of Labor Statistics)
- According to the Bureau of Justice Statistics, about 500,000 victims of violent crime in the workplace lose an estimated 1.8 million workdays each year.
- The average out-of-court settlement for litigation related to workplace violence approaches \$500,000.00 and the average jury award is \$3 million. A few awards have reached as high as \$5 million. (Campbell and Karin, Workplace Violence Reporter)
- The FBI estimated in 2011 that workplace violence costs US businesses \$36 billion a year.

# The Threat

FBI: “It is critical to understand that workplace violence does not happen at random or ‘out of the blue.’ Rather, perpetrators usually display some behaviors of concern. Thus, awareness of these indicators and the subsequent implementation of an action plan to de-escalate potentially violent situations form essential components of workplace violence prevention.”

# The Threat

- “OSHA believes that a well written and implemented Workplace Violence Prevention Program, combined with engineering controls, administrative controls and training can reduce the incidence of workplace violence.”
- OSHA’s General Duty Clause employers are required to provide safe work environment for employees that is free of known hazards.

# The Threat

The unmeasurable but significantly debilitating impact of terrorism/workplace violence on the workplace:

Due to the ongoing and growing threat from ISIS in the homeland including attacks such as the Boston Marathon bombing and San Bernardino mass shooting and the increasing frequency and lethality of active shooter attacks such as at the Sandy Hook Elementary School, *there is a pervasive climate of fear that affects the psychological health of employees and students resulting in health problems and in reductions of productivity.*

# The Threat

An enterprise security program based on employee development, risk assessment and mitigation programs, all hazard policy and procedure development, and ongoing training and exercises *will create institutional and individual resiliency and preparedness resulting in reduced exposure to risk and improved employee health and productivity.*

# Enterprise Security From Human-Based Threats

- Protection for institutions such as corporate offices, schools, colleges and universities, athletic teams and sport venues, shopping malls, retail establishments, financial institutions, entertainment venues, and government offices

# Enterprise Security From Human-Based Threats

- The concept breaks down threats into *internal and external* threats
  - Internal threats involve the potential threat from employees, contractors, and regular service providers to the enterprise (The “Known”)
  - External threats involve patrons, visitors, guests, and trespassers of the enterprise (The “Unknown”)

# Enterprise Security From Human-Based Threats

- Institutions will undergo a three-part process
  - 1. Institutional Profile and Threat Assessment
  - 2. Institutional Employee Capabilities Assessment
  - 3. Institutional Security Program Development and Implementation

# Enterprise Security From Human-Based Threats

## 1. Institutional Profile and Threat Assessment

- We will develop a complete understanding of the institution based on its mission, product or service, geographic footprint, scope of operations, institutional culture and sub-cultures, history, number of employees and demographics, leadership model, external reputation, and internal perspective and climate.
- We will assess the institutions security systems and capabilities including physical security systems, security policies and procedures, security staffing, public safety resources, communications systems, security training programs and exercises, and threat assessment and mitigation programs
- We will conduct a threat assessment based on the external and internal threats to the institution

# Enterprise Security From Human-Based Threats

## 2. Institutional Employee Capabilities Assessment

- Using the LETT<sup>®</sup>, Institutional employees will be tested and evaluated for leadership capabilities commensurate with the responsibilities of serving in key team leader roles as part of the institutional security program
- LETT<sup>®</sup> will also serve to further institutional growth and by identifying future leaders and mentors, and by identifying deficiencies in present leadership that can be remedied.

# Enterprise Security From Human-Based Threats

## 3. Institutional Security Program Development and Implementation

- Using the institutional profile and threat assessment a threat mitigation plan will be developed that includes physical security improvement and additions, security policy and procedure development, security staffing deployment strategies, public safety community liaison programs, communication and emergency notification systems development, and security training and exercise programs.

# Enterprise Security From Human-Based Threats

- *Internal Threats:* We will develop and implement a *Workplace Violence Early Warning System (EWS)* to alert the institution to employees and other known affiliates who are potentially destructive or violent. This is a behavior based algorithm that tracks employee behavior and provides alerts when specific thresholds are crossed.
- *External Threats:* We will train security officers and front-line employees in the Hostile Intent Detection (HIDE) program designed to detect patrons, trespassers, visitors and guests who are potentially about to engage in criminal or violent behavior.

# Enterprise Security From Human-Based Threats

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