

Aggression Management's Perspective on Workers' Compensation



A relatively small number of Workers' Compensation recipients are causing significant costs due to their desire to be absent and still get paid. Having the ability to identify and measure key indicators enables an organization to take better control of these costs and disruptive behavior. A better understanding of the levels of Cognitive Aggression Continuum permits managers and supervisors the ability to manage change of these disruptive behaviors, creating more productive teams to support revenue growth.

Level One: when there are overt aggressors in the workplace, effected employees are:

- 1- Distracted and losing productivity
- 2- Come in late, going home early and staying longer at lunch
- 3- Call in sick to avoid aggressors

Level Two: effected employees are increasingly distracted. They are not as focused on their need for safety and often don't comply with safety measures. Effected employees lose focus easily, are argumentative, and just stop caring about their organization and their coworkers (safety becomes less important and employees put themselves and others at greater risk).

- One real example: A chemical plant explosion due to employees not complying with their safety regulations; one employee dies

Level Three: effected employees become disenfranchised at work. They lose loyalty to their organization and trust with their coworkers. As they care less, they place less emphasis on the safety of their team. They will no longer confer with their bosses or coworkers. They will act on their own without coordination or approvals.

- One real example: A crane operator gets frustrated with his on-the-ground team's slowness and begins raising a concrete slab before his team was ready. Three on-the-ground-team members are killed.

Learn more about the nine levels of the Cognitive Aggression and its impact on Workers' Compensation, Teamwork, Leadership and Loyalty. Strategically placed Aggression Control Managers identify and diffuse this destructive behavior. Take control of this expensive and potentially dangerous behavior in your organization, contact Dr. John Byrnes at 407-718-5637, email us at

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