



Epilogue

If I could ride only a few floors in the elevator with your CEO and take that opportunity to talk about why your company needs an Emotional Continuity Plan, this is what I might say – and depending on how many floors we were riding up or down, I’d expand my information:

- **Emotions at work impact your bottom line.** Whether a small outburst or a full-fledged catastrophic event, just add up the time you spend on the average day handling the emotional turmoil du jour and multiply it by the salaries of everyone involved.
- **Emotional Continuity Management stops spinning from the top down and the bottom up.** It recognizes four kinds of employee: healthy, dysfunctional, pathological, and what I call “emotional terrorists.” While most employees just want to come to work and go home, some employees would rather make the worksite a chaotic tornado zone – and most workplaces have at least one of those people on board.
- **Early detection of emotional storm warnings is not rocket science or some secret skill of psychologists or mystics.** Simple and complex human emotions are part of the culture of any company and deserve – or will ultimately demand – attention.

- ▶ **I own a company that works with CEOs and employees to create Emotional Continuity Plans that help protect the bottom line and create a safer place to work.** Emotional Continuity Management offers a straightforward, compassionate process that will help employees remain productive and encourage disruptive people to go find their emotional squeaky toys somewhere other than your company. They generally leave voluntarily when no one else wants to play with them anymore.
- ▶ **Emotional Continuity Management training doesn't take long.** Couple of hours. Less for CEOs, once they get on board. And, it is managed internally by peers, not by expensive external consultants.

I would end my “elevator speech” by telling the CEO that this work cannot be left solely to internal Human Resources personnel and internal or external Employee Assistance Providers. It has to be a corporate commitment from the top down. Everyone needs to be in on the process. In the same way as a dress code, it becomes clear almost instantly who is on board with your mission and who is not.

Then at the last stop of the elevator, I'd give your CEO my business card with the invitation to call me so that we could get started to manage emotional risk in your company. At the same time, I'd be wondering to myself if I'd get that call. Some companies want to avoid risks, while others think they are immune and keep rolling the dice. I hope for your sake that your CEO does call. Because you and your co-workers deserve a great work environment so you can just do your job and go home at the end of the day feeling it's safe to come back tomorrow.

Dr. Vali