

control Maintenance of power over something or someone, authority, capacity, regulate, restriction of other things, ownership, direction, gate keeping, standard.

critical incident stress management (CISM) An intervention protocol developed specifically for dealing with traumatic events. It is a formal, highly structured and professionally recognized process for helping those involved in a critical incident to share their experiences, vent emotions, learn about stress reactions and symptoms, and be given referral for further help if required. It is not psychotherapy. It is a confidential, voluntary, and educative process, sometimes called “psychological first aid.”

deflection Change in course, direction of attention elsewhere, a bounce away.

denial Unconscious process by which unpleasant realities are kept out of the conscious mind.

depression Emotional state with low energy, a slump, sadness, loss of hope, melancholy, dejection or other such feelings of downheartedness. Can be acute, chronic, minor or severe, simple, complex, temporary or part of a disease process that requires professional intervention.

distortion Misinformed information, twisted, malformed, changed from reality into something else, changed shapes, unnatural, altered, different than original, altered form.

duty to warn A legal requirement that some professionals must report violence, or threats of violence. These professionals are called “mandated reporters” and must, by law, call professional agencies to report even a suspicion of threat risks.

dysfunctional Not performing as expected.

EAP Employee Assistance Program.

emotional All human feelings, those defined as positive and negative.

emotional continuity management Business risk management that provides an infrastructure of clear policies and procedures to manage the full range of human emotions in order to protect people and the bottom line.

emotional terrorism The use of emotional mechanisms and behaviors to force or coerce an emotional agenda on someone else with the intention or action of controlling a situation, or accumulating territory; either real, perceived, or symbolic.

empathy Compassionate understanding, responsiveness, identification, and sense of feeling another's feelings.

energetics In the sciences, the study of energy in motion and under transformation.

entitlement Rigid self-aggrandized thinking, which affords permission to "take from" someone else in order to get the deserved or entitled goal, object, or outcome, special privilege, a sense of title, award, or honor that is deserved, whether real or perceived.

entrenched Taking a position that is fixed and unalterable, beyond an opinion or position; it is a "my way or the highway" style of thinking.

explosive Capable of eruption, taking up space violently, blowing up, boom, expanding collapse.

fear Level of apprehension, anticipation of scary stuff or danger, concern.

fiscal Financial.

Fujita Scale Ted Fujita and Allen Pearson were scientists who wanted to predict and evaluate the activities of tornadoes. Prior to 1971, weather experts used a variety of means to try to measure and describe tornadoes. Experts have used the Fujita Scale (also known as the Fujita-Pearson Scale) as a way of linking damage risks to wind speed.

goodwill Non-tangible value of a business.

grief An active process of mourning, emotional pain sorrow, suffering, sadness or severe anguish associated with change and loss.

grounded Steady, firm, balanced, whole, present and accounted for, in the moment.

historical Existing in the past.