



THE KONTERRA GROUP

Clarity Resilience Learning

An enhanced & comprehensive approach
to building resilience and effectiveness
within organizations, while protecting the
mental health of Trust & Safety
employees and teams

A Compelling Challenge

For Businesses and Employees

Technology companies have expanded their resources to meet Trust & Safety (T&S) challenges and prevent harm stemming from online interactions, including but not limited to mitigating and responding to fraud, harassment, offensive content, and spam.



Challenges Facing T&S Teams

Trust & Safety is a critical component of any organization, as it ensures the safety of employees, customers, and other stakeholders. However, working in Trust & Safety can be a highly stressful job due to the potential of facing a variety of difficult situations. From monitoring for suspicious behavior to responding to security incidents, Trust & Safety personnel are regularly exposed to difficult and oftentimes dangerous scenarios. This can take an emotional toll on employees and can lead to burnout, reduced productivity, and decreased job satisfaction.

While T&S teams are vital for online businesses to gain the trust and retention of their users, working in these high-stress teams and environments can threaten the health and well-being of employees and organizations. When routine work stress is combined with additional stressors such as exposure to graphic content, distressing cases, and difficult conversations, staff can face serious risk.

Each Trust & Safety (T&S) Team is unique, however a common theme among T&S organizations is the desire to find specialized solutions to proactively support the mental wellbeing and resilience of their staff who work in inherently stressful and challenging roles and seem to have a higher burnout rate resulting in higher levels of turnover, lower engagement, and negative impacts to team environment/culture.

Overall, Trust & Safety is a valuable and important part of any organization, but it can also be a demanding and challenging job. It is essential for organizations to recognize the unique challenges of Trust & Safety personnel, and to take appropriate steps to ensure their well-being. This includes providing support, offering resources, and fostering a culture of trust and safety. By taking these measures, organizations can ensure the health and safety of their employees and the success of their business.

The KonTerra Group

True specialists in the field



At KonTerra, we specialize in supporting organizations and their people. We are particularly focused on providing support to clients that operate in high-stress environments and clients that have staff who face unique levels of stress and exposure to trauma. This expertise and experience lends well to Trust & Safety Organizations.

A New Approach to a Unique Challenge

With our specialized support solutions, we work directly with T&S individuals, leaders and teams to equip them with new ways of viewing stress and with tools to manage and work through the challenges they face.

We understand the diverse and unusual challenges that leaders face when managing T&S organizations in high-pressure sectors, and we recognize that each organizational context and operational circumstance we encounter is uniquely complex. Our approach is based on open, honest dialogue focused on truly understanding your needs. This approach helps us develop unique solutions for our clients, focused on building both staff and organizational resilience. Providing support in a meaningful way is only possible with the right people. With an understanding and appreciation for the unique challenges faced by our clients, our consultants are uniquely positioned to help.

Our staff care and organizational resilience specialists are experts in the areas of mental health, trauma-informed approaches, training, coaching, facilitation and leadership development. They excel at providing meaningful support, particularly for those in high-stress and high-stakes environments and roles. All mental health experts are Masters and PhD level. The combined experience and sensitivity of our counselors allows us to support staff and work with clients in a way that is unique in our industry. We look forward to discussing how we may collaborate and support you in your important work.

The KonTerra Group's Employee Resilience Program™ (ERP™) was born out of the recognition that traditional support for employees working in the most demanding environments has often failed to adequately meet needs. Informed by our work with many clients in this sector, KonTerra has developed the ERP specifically to support staff working in high-stress/high-threat environments, such as T&S. KonTerra's ERP includes customized staff care and resilience services, delivered by KonTerra specialists.

In addition to the ERP services outlined below, KonTerra has numerous comprehensive services to support T&S professionals through comprehensive staff care and organizational resilience. The following pages provide an overview of these specialized support services.

Employee Resilience Program™ (ERP™) Service Components

We improve resilience by helping individuals and teams thrive in high-stress environments and by aligning policy and practice. The ERP provides support to meet the unique needs of these individuals and teams working in these environments while supporting the overall success of the organization.

Easy access via dedicated email address

All requests receive a response within 24 hours.

Expert support provided by KonTerra Group Counselors

All counselors (Master's and Ph.D. - level) have deep experience supporting staff who work in high-stress and fast paced environments, where staff face higher levels of stress and exposure to extreme events (including vicarious trauma inherent in their work).

Mental Health & Organizational Resilience

The ability to integrate access to an array of mental health and organizational resilience services within the ERP, which are particularly relevant for staff of organizations operating in high-stress contexts, such as:

- Critical incident response
- Content Management
- Resilience coaching
- Staff care policy and planning
- Change and transition management
- Building resilient teams
- Support to teams in identifying issues that are interfering with the group's general effectiveness, ability to effectively manage high levels of chronic or traumatic stress, or to bounce back after a tragic event.

Confidential Support

Access to support that is confidential and does not require manager approval or permission.

Promotional Materials Included

We provide promotional materials to promote the ERP services to staff.

By utilizing the ERP™ organizations can:

- Increase employee effectiveness and productivity and reduce impact when employees are exposed to high levels of chronic stress and/or traumatic events.
- Better prepare employees for work in high-stress environments.
- Proactively take steps to strengthen resilience before stressful or traumatic events occur.
- Fulfill duty of care for the psychological safety of employees working in high-threat or high-stress environments.
- Be better positioned to respond appropriately if/when stressful or traumatic incidents occur.
- Manage employee change and transitions more productively.
- Send a powerful message to employees that the organization is focused on this issue and is committed to providing the best possible support.

Staff Care & Resilience

We improve resilience by helping individuals and teams thrive in high-stress environments and by aligning policy and practice.

We help organizations, their teams, and their people leverage strengths to build resilience and thrive in the midst of challenges.

Due to the inherent stressors within T&S work, employees can face serious risk which can also have massive impacts on the company overall. Our staff care and resilience services are delivered by professionals who not only understand but have experience working in global high-growth, high-stress, and cross-functional environments.

We work directly with individuals, leaders, and teams to equip them with new ways of dealing with stress and with tools to manage and work through the challenges they face.

| Staff Care & Resilience Services | |
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| Staff-Care Assessments and Consultations for Teams and Leaders | Support for T&S organizations to develop and align staff care policy and practice, create an environment that builds staff and organizational resilience, and effectively manage individuals and teams working in high-stress environments. |
| Critical Incident Response | Services focused on helping T&S staff and organizations prepare for, manage and cope during and after a critical incident. Services delivered by specialists experienced in supporting T&S organizations working in high-stress environments. |
| Virtual and On-Site Training, Educational Events, & Workshops | Training and learning events designed to educate staff and managers on staff resilience, well-being, and stress management topics. |
| Peer Support Team Development | Consultation on the creation of internal Peer Support Teams (PSTs) and/or support groups, providing training for the members of the peer support teams and ongoing consultation and mentoring. |
| Psycho-Social Support Consultations | Voice, video, and face-to-face stress management, resilience coaching and consultation. |
| Employee Resilience Program™ (ERP™) | The ERP was born out of the recognition that traditional EAP services are ill-equipped to provide the specialist support needed by staff working in uniquely difficult contexts. The ERP provides an alternative to the traditional EAP, incorporating the specialized resilience counseling, proactive consultations, specialized training, and on-site support provided by KonTerra Group experts. |

Organizational Resilience

Maximize strengths and improve effectiveness through individual coaching, leadership development programs, team strengthening, and strategic planning.

Effective leadership and healthy teams are fundamental to organizational health and success. This is true for all teams, but especially important for teams focused on inherently stressful work, such as T&S.

Our organizational resilience services are designed to strengthen leadership capacity, build organizational resilience, and improve effectiveness of T&S teams and organizations. These services, delivered by our team of experienced consultants and coaches, include:

Effective leadership and healthy teams are fundamental to organizational health and success.

| Organizational Resilience Services | |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Organizational and/or Team-Specific Assessments | Climate assessments for T&S departments and organizations seeking to identify strategic improvement opportunities. |
| Leadership Development Programs | A unique approach, employing both training and individual coaching for groups of leaders and/or high-potential staff members, designed to refine and develop leadership and management skills, and to help the organization create stronger and more effective T&S leaders and leadership teams. |
| Strategic Planning & Change Management | A custom approach to strategic planning, helping T&S organizations reflect on their past, articulate their current state, and design their preferred future with a strategic road map that is both inspiring and achievable. |
| Facilitation | Professional facilitation for retreats, meetings and a variety of other group events. Our facilitators all have strong experience working with international T&S organizations employing diverse workforces. |
| Executive and Management Coaching | Expert coaches, with substantial leadership experience, provide individual support to executives and managers, as they work through challenges and transitions and improve their leadership skills. |
| Team Strengthening | Services focused on strengthening, developing and training T&S teams. KonTerra coaches and facilitators have relevant experience delivering support in this field and understand the nuances and importance of healthy team dynamics. |

Addendum – Educational Materials, Training Events, & Workshops

Healthy T&S organizations understand the importance of investing in the support, education, and skill development of their people. Because every organization is different, we work with our clients to build completely customized educational materials and events based upon their unique goals and objectives.

Training and other types of educational materials and events provide an opportunity for a T&S organization to expand its own library of support resources designed to help employees with a common challenge. At KonTerra, our experienced curriculum developers and trainers have worked with our clients to design and deliver training on a range of topics, including, among many others:

- Stress Management and Self-care
- Burnout
- Trauma and Vicarious Trauma
- Managing Transitions
- Building Personal Resilience
- Dealing with Interpersonal Conflict
- How to have Difficult Conversations
- Leading Effective Teams
- Communicating and Managing Across Cultures
- Handling Graphic Content
- Handling Challenging Calls
- De-escalation Techniques

At KonTerra, we listen first to the challenges and goals of our clients, then build customized events and materials to best suit their needs. Key features of KonTerra's services include:

- Customizable Format – Educational training events can be delivered on-site at a client's location (including in high-stress environments), virtually, or at a separate venue. We can deliver a single session or a series over a designated period of time. Together with the client we determine format and length, based upon the nature of the training to be delivered.
- Design and Content – We work closely with our clients to:
 - Understand the goals and objectives of the training;
 - Develop, refine and agree upon the content, process, and materials; and
 - Deliver participatory sessions and/or engaging materials to maximize engagement and learning.

KonTerra's training and education services allow T&S organizations to:

- Proactively deliver targeted educational opportunities to employees;
- Partner with an expert provider who will build training specific to unique needs (never 'off-the-shelf'); and
- Use feedback from employees during events to help develop an ongoing training plan for the future.

Addendum – Qualifications & Experience of KonTerra Members

At KonTerra, we have a unique business model, focusing on the delivery of a very specialized suite of services specifically designed to support T&S organizations which operate in high-stress environments around the world.

The KonTerra Group is made up of an exclusive roster of specialist counselors and coaches. The consultants that make up our group share two common attributes which we feel give our members the necessary qualifications to deliver support to our clients: all are expert mental clinicians (master's or doctoral-level) and all are experienced in working with staff facing high-stress, high-stakes environments and/or roles.

All KonTerra staff care and resilience professionals who conduct critical incident response, group support and individual consultations are licensed clinical mental health professionals with at least 10 years of experience. At minimum, our global counselors must:

- Go through a targeted in-person interview process;
- Hold current licensure as a clinical mental health provider;
- Have a membership in a professional association;
- Be suitably qualified in a specialist area of counseling and be able to demonstrate relevant and extensive training and experience in that specialist field;
- Be personally insured to cover their counseling work with liability insurance. (KonTerra also carries a blanket liability policy).

Our recruiting process ensures that our practitioners are experienced professionals that have a mix of the following experience and skill sets:

- Strong experience and background in staff care and resilience for international and particularly high-risk locations;
- Experience delivering staff care and resilience support to groups and individuals;
- More than 10 years of clinical mental health experience;
- A master's or doctorate-level degree in a Mental Health or Human Services discipline;
- Experience and or certification in an organizational development discipline; and
- Training design and delivery experience.

KonTerra staff care and resilience professionals engage in a wide range of supporting services as part of our multi-modal approach including policy, program design, training, critical incident response, group debriefing and individual consultations.

Interested in Learning More?

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