

CiC COURSES

Dealing with the Unexpected/Trauma

What is it?

Training covering the Impact of sudden and unexpected events, and what an organisations and individuals can do to better support themselves and others affected by this.

Who is it for?

All employees and Managers.

Course Aims

To understand the emotional impact on staff of a critical incident, to help Managers stand firm in a crisis. To assist all departments in returning to productive working levels.

Course Content

- Managing an organisation in an emergency
- Leadership and communication
- Team/departmental collaboration
- Prepare your people/organisational resilience
- What to do in the immediate aftermath
- Psychological Inoculation - how to stay calm
- Understanding human reactions to an emergency
- Practical preparation, contacting families, dealing with press.
- Breaking Bad News
- Conveying the news - first considerations
- How to prepare,
- Do's and Don'ts - things to say and not to say
- Risk Assessment
- Implement risk assessment after exposure to major trauma
- Identify Traumatic Symptoms
- Top tips for managing workplace crises
- Some do's and don'ts - tips for managers
- Using existing support systems e.g. EAP

Benefits

Equips employees and Managers with the skills to be able to deal with the aftermath of a Traumatic event.

Our Experience

Our CiC trainers understand the importance of identifying and understanding the culture of your organisation. They are specialists in their field and are highly skilled at delivering training across all sectors and to all levels, specialist teams and departments. They have supported organisations and institutions within both the public and private sector from Universities and Schools, to Law Firms, local councils, NHS care trusts, International News Agencies and International Charities.

Costs

Costs are standard at £850 per half day and £1250 per full day.

Additional Information

Groups are usually capped at 15 per group but this is open to further discussion.



Want to know more?

Get in touch with CiC using the details below.

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