

Crisis Management

This one day training module is designed to prepare key staff for handling interpersonal communications during crisis situations or in the aftermath of a disaster. It may be used to complement disaster incident planning, or in any setting where staff might be expected to respond to others who are themselves distressed because of recent news or events.

The day focuses on advanced communication techniques, reactions to grief and bereavement and the psychological and behavioural impact of tragedy with suggestions for the appropriate steps to take once the immediate safety and survival concerns have been addressed.

content

- Communication in extreme situations
- Typical responses, shock, distress and trauma
- Post traumatic stress
- Recognising the signs in ourselves and others
- Psychological and behavioural reactions
- When and how to intervene, what support to offer
- Relating to relatives
- Denial, uncertainty and hope
- Dealing with anger
- Supporting colleagues

- Constructive questions to ask
- Listening and acknowledgement
- Empathy versus sympathy
- Giving news, good or bad
- Post trauma 'do's and don'ts'
- Handling our own distress
- Offers of practical help
- Keeping communications open
- Cultural and linguistic considerations
- A practical guide to feeling better
- The healing process

objectives

To raise awareness of the psychological and behavioural responses to tragedy and to consider the impact on self and others

To discuss how to communicate most effectively with people who have recently experienced traumatic events

To prepare staff so they may act with greater confidence in extreme situations

To suggest appropriate humane and effective responses to distress in others

To offer guidelines for self care and follow up