Jo Bunker Training

Course: Post Incident Support and Aftercare

Who should attend?

This workshop can benefit anyone who manages or supports staff or fellow employees during and following a critical or traumatic incident in the workplace or community.

The course is also relevant to anyone with responsibility for helping individuals following an incident of conflict, such as HR professionals or union representatives.

Overview

This one-day workshop provides delegates with the practical skills required to confidently support staff and fellow employees during and following a traumatic - or potentially traumatic – incident in the workplace or community (usually involving difficult, angry or aggressive customers) in order to minimise the impact on employees.

Steps include addressing immediate on-scene needs, gathering evidence and reporting, identifying those at risk, symptoms to watch out for, support services available and returning individuals successfully to their normal tasks.

Focus and Benefits:

- Outline the key aspects of the Health and Safety legislation
- Clarify the associated Health & Safety roles and responsibilities of the manager
- Identify an incident which falls within the definition of workplace violence
- Providing immediate action and support
- Selecting and contacting the relevant Services
- Outline the range of legal processes which may follow an incident
- Describe the responses and stages an individual may experience after an incident
- Recognise their role in providing emotional support and practical assistance
- Returning employees to working duties
- Help staff and the organisation learn from incidents through debriefing, reporting and recording

Course Information:

The Incident Support and Aftercare course is a full day course.

On completion all delegates receive a Certificate in Conflict Management and Personal Safety Certification.