

Crisis Management Human Aspects Workshop

If a critical incident impacted your business, how well prepared are you and your crisis teams to deal with all the issues of a personal and emotional nature? Would you know what to say to the bereaved? How to console the injured? Reassure the traumatised?

High quality communication skills are essential especially when the crisis involves death and or serious injury. Here empathic skills become essential.

THREATS:

Terrorism

Explosion & fire

Raids & assaults

Employee fatalities

Epidemics

Natural disasters

BENEFITS:

Build a caring reputation

Increase staff confidence

Brand protection

Reduced litigation

Decreased insurance

What will you achieve:

- How do I deal with scared & frightened people?
- How do I deal with anxious people?
- What do I say to the person who has witnessed something terrible?
- How do I deal with someone who loses a loved one?
- How do I look after myself in a crisis?

What is included?

- How do I know when someone is traumatised?
- When should I hand over to a professional counsellor?
- Basic helping and listening skills
- What NOT to do or say with traumatised people
- Important self-care strategies
- Recognising & managing stressors
- Avoiding isolation
- Team work & mutual support
- Follow-up support

Who is this for?

- Senior executives who must respond
- Family liaison teams who will have to support impacted people
- Crisis teams who will have to communicate with the traumatised and bereaved



docleaf®

www.docleaf.com

info@docleaf.com

Tel +44 (0) 1923 681224