

# TEND TRAINING: TAKING THE LEAD

TRAINING FOR LEADERS IN HIGH-STRESS, TRAUMA-EXPOSED WORKPLACES



Web-based training developed by Dr. Patricia Fisher, R.Psych., L.Psych.

**TAKING THE LEAD** is an intensive course designed for managers and supervisors of teams working in high stress, trauma-exposed environments such as healthcare, the criminal justice sector, social and human services, emergency response, armed forces, education, child welfare, community mental health, non-profit organizations and related services.

Trauma-exposed work creates a unique climate with increased risk for serious stress and burnout and can lead to a rise in sick time, low morale, lack of team cohesion and high turnover. These consequences can, in turn, seriously limit a team's ability to work effectively and efficiently.

As Leaders, the managers and supervisors of these teams can play an essential role in mitigating the effects of stress and increase the resilience of their staff. **TAKING THE LEAD** equips managers and supervisors with the tools to be effective leaders and to build strong, resilient and productive teams.

## Training includes:

- 4 LIVE Webinars: 12:00-2:00pm (EST) November 17, 24 & December 18, 2015
- 4 LIVE Q&A teleconference calls: 12:00-1:00pm (EST) November 20, 27 & December 4, 11, 2015
- 1 LIVE one-on-one telephone consultation call with Dr. Fisher (to be individually scheduled)
- 1 LIVE Q&A teleconference call one month following the end of the course (January, 2016)
- A comprehensive suite of reusable assessment tools
- A copy of *Building Resilient Teams: Facilitating Workplace Wellness & Organizational Health in Trauma-Exposed Environments*

*Note: Sessions will be recorded. You can still take this course even if you cannot take part in the live sessions, providing you are able to listen to the recordings during the same week as the live courses.*

## TAKING THE LEAD will teach leaders to:

- Understand the unique properties of trauma-exposed work and the critical need to enhance staff resiliency
- Understand the critical role you play in organizational health
- Understand your strengths and challenges as a leader and identify the support you need
- Define the ecology of your workplace and prioritize your current needs
- Increase staff resiliency
- Reduce the risk for stress effects
- Build team cohesion
- Develop and support a sustainable organizational health and workplace wellness culture





### Course Contents

**Over the sequence of 2-hour intensive sessions we will cover four main areas:**

1. Understand the unique properties of trauma-exposed work and the critical need to enhance resiliency
  - Apply the Complex Stress Model of Workplace Stress which includes both the system-based stresses and traumatic stresses (direct trauma and vicarious trauma).
  - Recognize the impact of chronic stress on individuals, teams and organizations.
  - Understand the cause and effect relationships between the risk for systemic and traumatic stress, self-care strategies and stress-related outcomes
  - Evaluate your team's current risk and resilience profiles
2. Explore the critical role of managers and supervisors in trauma-exposed work
  - Introduce and apply the Organizational Health Model
  - Explore the vital role of managers in Organizational Health
  - Discuss the risk and resiliency factors driving your Organizational Health profile
  - Use assessment tools to identify areas that are most challenging for managers and supervisors: e.g., recruitment and retention, change management, staff turnover, building trust, communicating up and down, mentoring/coaching staff, generational differences
3. Supporting Managers and Supervisors as effective leaders
  - Define and prioritize your most critical leadership tasks
  - Identify the supports you need to be an effective manager/supervisor need
  - Use self-assessment tools to discover your areas of personal strength and challenge as a leader
  - Develop practical plans to meet your leadership needs
4. Develop your own sustainable and effective supervision & mentoring program
  - Define the ecology of your workplace and prioritize your current needs
  - Identify the three key functions of a supervision and mentoring program
  - Evaluate your team's current strengths and challenges with supervision and mentoring
  - Review our unique toolkit for leaders in trauma-exposed work
  - Plan a realistic and effective supervisory/mentoring program for your team

### To Register:

\$1450.00 plus HST per person  
[www.tendacademy.ca/store](http://www.tendacademy.ca/store)

### TEND

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