

SUPPORTING SUPERVISORS AND MANAGERS IN TRAUMA-EXPOSED WORK:

DEVELOPING RESILIENT STAFF & EFFECTIVE TEAMS



An intensive 1-day course developed by Dr. Patricia Fisher, R.Psych., L.Psych

This intensive workshop is specifically designed to support supervisors and managers in high stress, trauma-exposed environments such as Health Care, Social and Human Services, Corrections, Enforcement, Emergency Responders, Military, Education, Legal and Judicial Services, etc.

Trauma-exposed work includes both vicarious and direct trauma, and provides a unique stress environment with increased risk for serious stress, burnout and trauma effects. These stress effects can lead to significant consequences for individuals and teams, and seriously limit organizational capacity.

Supervisors and managers play a critical role in mitigating the stress effects and increasing the resilience of their teams. This workshop provides a solid framework to understand the mechanisms of stress and resilience within trauma-exposed environments, and introduces practical, best-practices approaches to increasing staff resiliency, enhancing individual wellness, and building team cohesion.

Course Contents

This intensive program supports participants to:

- 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 (vicarious trauma and direct trauma)
- Recognize the impact of chronic stress on individuals, teams and organizations
- Evaluate your team's current risk and resiliency profiles
- Understand the critical role of supervision and mentoring in trauma-exposed work
- Review the three key functions of successful supervision and mentoring
- Define your team's current strengths and challenges with supervision and mentoring
- Define the ecology of your workplace and prioritize your current needs

Workshop Format

This lively and interactive workshop supports participants as they consider their own experiences and needs using:

- Illustrated instruction and small- and large-group discussions
- Assessment tools and applied planning tools and exercises

Each participant will receive a copy of the workshop resource booklet containing all the overheads, tools and resources.

