

# TEND Webinar Series

## ONLINE EDUCATION FOR HELPING PROFESSIONALS & LEADERS

Since 2008, TEND has been delivering virtual training to helping professionals around the world. We TEND to everyone on the team – front line workers, supervisors and managers and support staff, all of whom need concrete, evidence-informed tools and strategies to empower them and their organizations

This webinar series offers essential strategies, tools and resources to support you and your teams.

### WEBINAR STRUCTURE

#### Content (60 minutes)

Curriculum content is tailored to your audience and organization.

#### Q&A (15 minutes)

Participants have the opportunity to ask questions and connect with the instructor.

#### Access to Recorded Session

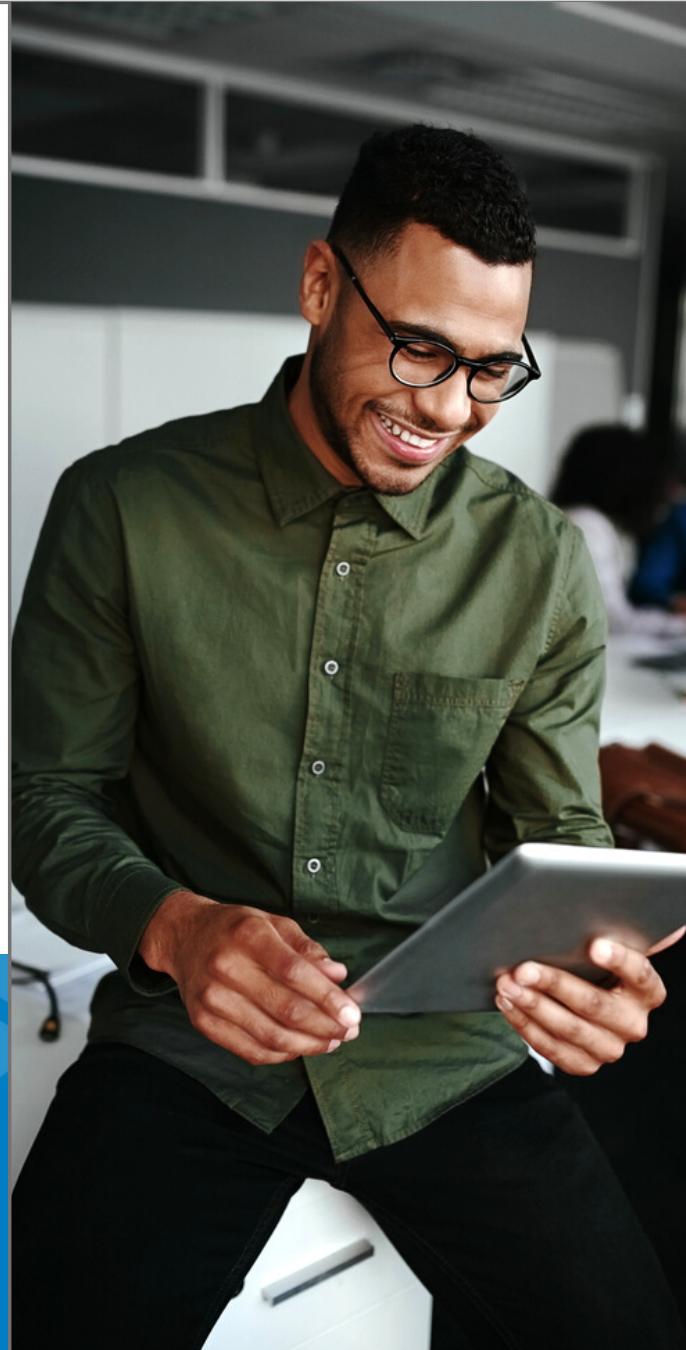
Each session is recorded and available for 30 days following the live broadcast.

#### Resources & Recommended Reading

Each webinar includes printable resources and recommendations for further learning.

"Having secured Françoise Mathieu to be the plenary speaker for our 2020 conference, we were unsure whether a live webinar would translate as effectively - once the webinar started, we were not disappointed! Our team learned plenty of useful information that will translate immediately and effectively in our work."

- Jami Bolton, Education and Training Coordinator  
New York State Children's Alliance





# Training for All Staff



## Empathic Strain & Secondary Trauma 101

### Understanding the Essentials

Developed by Françoise Mathieu, M.Ed, RP

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We pay an emotional price for doing the work that we do. Repeated and chronic exposure to large volumes of difficult stories can erode our sense of empathy for others. We can become hardened and desensitized to suffering – or conversely, we can become swallowed up by their pain.

Since the demand often outweighs what we can offer, we may also find ourselves experiencing moral distress when we cannot help everyone who comes to us. What is the impact of this on our physical and emotional well-being? How can we stay well while doing difficult work?

This session provides a foundation for understanding these very real "occupational hazards."

- Level of Exposure: Assess what elements are risk factors for you
- Where Are You Now? Learn how to identify and recognize warning signs in yourself and others
- Assess your current strategies at home and at work
- Make a plan: Steps to address your vulnerabilities



# How Challenging Work Changes Us

## Advanced Training on Secondary Trauma

Developed by Françoise Mathieu, M.Ed, RP

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As helping professionals, we have a deep understanding of the complex web of factors that can influence an individual's health and well-being. However, when we consider our own functioning, we sometimes fail to recognize those same influences in ourselves. In order to address secondary trauma, burnout and other related concepts, we need to take a step back and thoroughly examine the factors that influence our behaviours, thoughts and beliefs.

This advanced webinar on secondary trauma invites participants to take a systematic review of their risk factors and areas of stress in both their professional and personal lives.

- How does this work impact us? Stories from our loved ones & recognizing the "zealot" phase in ourselves and others
- Beyond Kale and Pedicures: Research update on what works for reducing secondary trauma
- The Balance Map: A concrete tool for next steps



# First, Do No Harm

## Strategies for Reducing Moral Distress & Creating an Ethical Climate

Developed by Jill Horning, MSc

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As helping professionals, we are being asked to do more with less for individuals who are more diverse and complex than ever before. We juggle competing demands and expectations and we struggle when systemic limitations, policies, and procedures contradict our beliefs and training. This can breed a workplace of unhappiness, frustration, and contempt. How do we offer quality, patient-centered care while preserving our health amidst these challenges? How do we navigate the complicated line between what is right and what is required?

The first step to untangling this complex situation is to understand moral distress and its consequences so that it can be more easily identified and addressed in the workplace.

- Understand Moral Distress and examine the consequences for individuals, teams and organizations
- Protective Factors: Understanding Moral Eustress & Moral Resilience
- Next Steps: Interventions at the individual, team, management and organizational level



## Introduction to Psychological First Aid

### 8 Key Steps to Supporting Individuals in Distress

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Stress, grief, loss and trauma have a powerful impact on a person's ability to cope in the wake of a traumatic event. As service providers, we need to be prepared to support our clients/patients - and one another - through challenging times.

Over the past two decades, a comprehensive analysis of the traditional Critical Incident Stress Debriefing (CISD-CISM) model commonly used by First Responders in North America has highlighted some potentially harmful consequences of the post-event debriefing components of the protocol. Best practice recommendations now suggest that this element be replaced by Psychological First Aid (PFA). This introductory webinar will explore:

- The 8 Key Steps of Psychological First Aid
- Pros & Cons: A discussion on CISD and the case for why PFA should be used instead
- The Aftermath: Managing our own reactions/need to debrief and how to support ourselves and staff



## Key Tools to Safeguard Your Well-Being

### Practical Strategies for Individuals & Teams

Developed by Diana Tikasz, MSW, RSW

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We spend time and attention ensuring that we protect the people that we serve from harm: we are diligent about infection control, strict about confidentiality and mindful about boundaries. However, as helping professionals, we do not often turn that same level of attention towards our own well-being – particularly when it comes to protecting our emotional and mental health. Research shows that without adequate emotional protection, we risk our health, our relationships and – ultimately - our ability to do this work.

This webinar provides practical and easy-to-implement strategies to help staff and organizations protect themselves from the consequence and challenges of high-stress, trauma-exposed work.

- The Hot, Walk & Talk Protocol: How to assist a team member following a distressing incident
- Low Impact Debriefing: Strategies for teams to reduce exposure
- The Window of Tolerance Framework: Learn how to re-frame your automatic responses
- The Power of the Pause: Quick strategies to re-center and reset



## Calming the Storm

### Foundational Skills in Verbal De-escalation

Developed by Mike Condra, Ph. D, C. Psych



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It is inevitable that, as helping professionals, we encounter individuals who are frustrated, angry and dissatisfied and who unleash these emotions onto us. These interactions can range from uncomfortable to frightening and can leave us feeling frustrated, fearful and "on edge." Without the skills and confidence to handle these situations, we run the risk of damaging our relationships with others as well as contributing to our own emotional exhaustion and burnout.

Verbal de-escalation is a set of practical skills that reduces the level of emotional and behavioural agitation, leads to a safer workplace, and results in less emotionally damaging outcomes.

- Escalation from the Inside: Understand the psychological & behavioural aspects of emotional escalation
- The Four Cornerstones: Learn how to implement the four critical components of verbal de-escalation
- Traps & Pitfalls: Learn how to identify common challenges and how to avoid them



## Making Conflict Work

### Conflict Resolution Skills for Helping Professionals

Developed by Meaghan Welfare, BA



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Our work landscape is rapidly changing. Organizations face new policy mandates, resource shortages and other stressors which can lead to work environments fraught with uncertainty and conflict. To add to this, individuals must navigate the normal consequences of high-stress work including burnout and trauma exposure. The combination of these factors can amplify conflict in the workplace and, when conflict is minimized or overlooked, this tension can have disastrous effects on the health of an individual and the organization.

However, when conflict is harnessed in a positive manner, it can be a source of growth, opportunity, and success. In this webinar, participants will learn the importance and value of workplace conflict.

- Conflict Defined: What is it, why is it important and what does it mean to you?
- Conflict Management Styles: Identify your style and learn the pros & cons of each style
- Assertive Communication: Practical skills to help navigate conflict



# Training for Leadership



## Building Resilient Teams

### Leadership in Trauma-Exposed Environments

Based on the work of Patricia Fisher, Ph. D, R. Psych



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Our staff are the heart of our organizations. As leaders, it is our goal is to build strong and resilient teams that can thrive in the face of challenging work. The first step towards this goal is to understand the unique challenges of trauma-exposed work and to devise strategies to build resiliency and capacity in our teams.

Grounded in trauma research and organizational psychology, this webinar is based on the work of Dr. Patricia Fisher, a specialist in the field of organizational health. Participants will learn best practices for managing and leading in trauma-exposed workplaces.

- High-Stress & Trauma Exposed: Understand what makes this work unique
- The 12-Factor Organizational Health Model: A tool to keep your agency well
- Six Key Resiliency Factors: Learn the key indicators of a resilient workplace
- Looking Ahead: Assess your team's current resiliency profile & develop a resiliency plan



## Steady Hand at the Helm

### Effective Leadership During Times of Uncertainty

Developed by Françoise Mathieu, M.Ed, RP

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Chronic stress, trauma exposure and heavy workloads can have an enormous impact on the health of an organization. The unpredictability of our current climate combined with shifting work environments have created a complex, pressure-cooker environment for leaders and their teams. Balancing workplace wellness has become far more complicated and - as research shows - even more critical.

This webinar will discuss the challenges of being a leader during crisis situations and will offer expert recommended tools to understand, assess and map out a stepwise approach to keeping your team (and yourself) healthy during times of crisis.

- Complex Stress: Understand how trauma & crisis amplify our stress response
- Risk Habituation: Recognizing the consequences of risk desensitization
- Leaders are People Too: Taking care of yourself during times of crisis



## Compassionate Leadership

### Managing Teams during the New World of "Business as Unusual"

Developed by Françoise Mathieu, M.Ed, RP

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Many of us are now facing a new and rapidly shifting landscape at work with policies and practices that seem to change daily. High levels of trust, clear communication, flexibility and perceptions of fairness are all signature strengths of healthy workplaces and strong leaders. How can we demonstrate compassionate leadership during these challenging times when resources are limited and pressures and unpredictability are high?

This webinar will explore the concept of compassionate leadership and provide a foundation for understanding this vitally important leadership style.

- The Three Pillars: Understanding the core of Compassionate Leadership
- Common Concerns: Exploring challenges that may arise
- Bringing Teams On-Board: Building trust in our staff



# COVID-19 & Other Crisis Situations



## Navigating Through the Fog

Maintaining our Ability to Think Clearly in Times of Crisis

Developed by Françoise Mathieu, M.Ed, RP



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High stakes, lots of pressure, intricate problems and few resources – crisis situations challenge us to respond quickly, compassionately and creatively. But how do we retain the ability to think clearly when, the reality is that, many of us are launched into crisis situations already tired and depleted?

When experts discuss burnout, secondary trauma and moral distress in times of crisis, they often overlook a crucial contributing factor – plain old fatigue.

In this webinar, we will discuss the neurophysiology of crises, stress and uncertainty and learn evidence-informed strategies to keep service providers and their leaders thinking clearly.

- Viral Hoarding: Understand our reactions to crisis situations
- History of Crisis: Examine "lessons learned" from past crises
- COVID Fog: What is it & how can we manage it?
- Wear & Tear: Discuss the impact of this often-overlooked factor and learn evidence-informed strategies to stay focused and clear-headed



# Empathic Strain & Secondary Trauma 101

Understanding the Essentials During Times of Crisis

Developed by Françoise Mathieu, M.Ed, RP



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We pay an emotional price for doing the work that we do. Repeated and chronic exposure to large volumes of difficult stories can erode our sense of empathy for others. We can become hardened and desensitized to suffering – or conversely, we can become swallowed up by their pain.

With the added pressure of the current pandemic, limited resources, and “red tape,” our ability to remain grounded and compassionate is being tested unlike ever before. This session provides a foundation for understanding these very real “occupational hazards” in the context of crisis and disruptive times.

- Level of Exposure: Assess what elements are risk factors for you
- COVID-19: An amplifying risk factor
- Where Are You Now? Learn how to identify and recognize warning signs in yourself and others
- Assess your current strategies at home and at work
- Make a plan: Steps to address your vulnerabilities



# Goodnight Zoom!

Strategies for Working Remotely while Maintaining a Community of Practice

Developed by Françoise Mathieu, M.Ed, RP



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The new reality is that many of us are now working from home - while also dealing with personal challenges and demands from loved ones. This new work environment brings additional challenges: constant interruptions, non-stop Zoom meetings and an onslaught of digital communication. Neuroscience has demonstrated that, if not carefully managed, switch-tasking and technology can have a negative impact on our productivity and overall well-being.

In this webinar, we will discuss strategies to adapt to this new environment as well as learn tools to support one another through difficult moments and how to stay connected as a remote team.

- Deep Work: Establishing new routines to ensure healthy work
- Community of Practice: Staying connected during remote work
- Coming Home: Tips to transition when you work and live in the same space