CRITICAL INCIDENT MANAGEMENT

This is a program that will help participants understand the nature of critical incidents and their potential impact on people.

The program will provide you with information and practical skills to help manage people impacted by critical incidents and also apply strategies for self-care. The program is based on the evidence-based framework for providing support to people in the immediate aftermath of critical incidents such as Psychological First Aid.

KEY BENEFITS

- Effective workplace policies and procedures developed and implemented to deal with critical incidents and aligning these policies and procedures to the law.
- Increase Manager skill level and confidence in dealing with critical incidents and Psychological First Aid.
- Greater personal resilience and team resilience to create a supportive culture in the workplace.

LEARNING OUTCOMES

- Understand the nature of critical incidents with definitions and examples.
- How to respond effectively to critical incidents using Psychological First Aid.
- Using self-care strategies for self-management following an incident to increase resilience.
- Examine ways that Managers can build team resilience and personal resilience.

WHO SHOULD ATTEND

Managers and staff exposed to critical incidents

DURATION

Full day

METHODOLOGY

A variety of presentation methods and tools are used to ensure the learning experience is interactive, engaging and effective, including:

- PowerPoint presentation
- Group facilitated discussion
- Group activities
- Case studies