



Defusing & Breaking Bad News

Course Description

The purpose of this one-day workshop is to inform and prepare those managers who will offer support to customers and staff immediately following traumatic events.

This course is not primarily about technical or organisational issues - it is about caring for people.

Some managers may themselves have been the victims of shocking incidents at home or at work and will have an idea of the reality of psychological trauma, but some will not. For this reason the first part of the day is about the reactions of ordinary people in the immediate aftermath of an incident and over the following weeks. A theoretical model is then presented to help you recognise the typical symptoms of post-traumatic stress so that you can be better able to reassure yourselves and others that these are normal reactions.

Caring for people following critical incidents is very important in helping people to recover as soon as possible. Your part is called 'defusing' since you act to defuse the emotion of the immediate situation and give a clear message of concern from the organisation. This training will give you insight and information about your role and your possible reactions after completing this work. A central part of the day will be skills-based, actively practicing ways of responding. Part of the day will also include skills on how to break bad news to colleagues & customers following serious incidents.

This workshop also contains a brief presentation of our trauma care model, its objectives and methods. CCP's organisational system of 'best practice' is described and, together with a workbook, you will be given an information pack, which backs up important areas of course content.

Programme

- Introduction
- The Nature of Crisis: Impact
- The Nature of Crisis: Aftermath
- Post Traumatic Stress Disorder
- Defusing Best Practice
 - Your Role
 - Do's and Don'ts
 - When to refer to CCP
- Defusing Techniques & Skills - Role Play
- Breaking Bad News
- Possible Reactions of Defusers
- CCP as a Support for Defusers and staff
- Responsibilities of Your Organisation