



# Strongmind Resiliency Training

Award-winning training specialists with decades of practical experience in Trauma Risk Management courses, resilience, and mental health awareness training.

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[strongmindresilience.co.uk](http://strongmindresilience.co.uk)

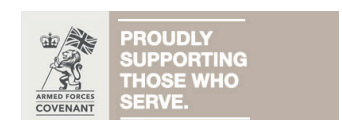






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# About Strongmind

We are an award winning, specialist training company, focussing on the delivery of mental health awareness, staff safeguarding and trauma management training. We offer a unique range of learning solutions including the delivery of training to managers in how to deal with stress and mental health at work. Our key aims are to improve awareness and management of mental health to help organisations meet their duty of care to staff. Our instructors will also help you to improve personal resilience and stress management. We have assembled a team of highly experienced trainers, all of whom have been senior managers; they understand leadership and operational delivery.

In simple terms resilience is our ability to properly adapt to stress and adversity. Although most people will have some

degree of personal resilience, it can be developed and improved with knowledge and training. The pressures on staff, managers and organisations have never been greater and we will help you to improve the resilience of your people and your organisation, whether this is workplace mental health or responding to traumatic events.

We retain the experience and flexibility to design bespoke packages to suit your requirements. We have a wide and diverse range of clients in both the public and private sectors. Our courses are fully accredited by the CPD Standards Office.

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*‘Strongmind strives to improve the management of staff and colleagues in high stress and challenging environments. We achieve this by providing high quality, flexible training, in mental health awareness, personal resilience, and trauma management. We endeavour to reduce the stigma of mental health, improve peer support, and encourage early help seeking by those in distress. By working together with clients, we will improve your knowledge and confidence around mental health and make a real difference to the way we support each other’.*

## Our Vision

Our workplaces are constantly evolving, and the stressors that staff are subjected to seem never ending. A good example has been the worldwide pandemic which has placed a huge strain on almost every industry and on to people at a personal level. Our design team respond to these challenges so that we can quickly provide tools for organisations and managers to address new stressors and the cumulative impact of existing pressures.

Understanding industry specific stressors is vital for us to be able to shape the training to the client’s needs. Where appropriate we provide tailored scenarios that help staff relate to the issues they may encounter in their specific environments.

We also look for developing areas where we can influence management and support. A good example of this is our response to the recent UK government guidance on domestic abuse. We developed a specific awareness course for employers so that they can support staff in an informed and more effective way. This in turn helps to protect the mental health of those involved.

We endeavour to produce evidence-based solutions and provide accreditation for them. We are constantly scanning the horizon for new relevant research and for areas where we can make a difference.

## Our Clients

We have delivered hundreds of courses to staff working for the public sector. These include the UK Home Office, emergency services, educators, and the NHS.

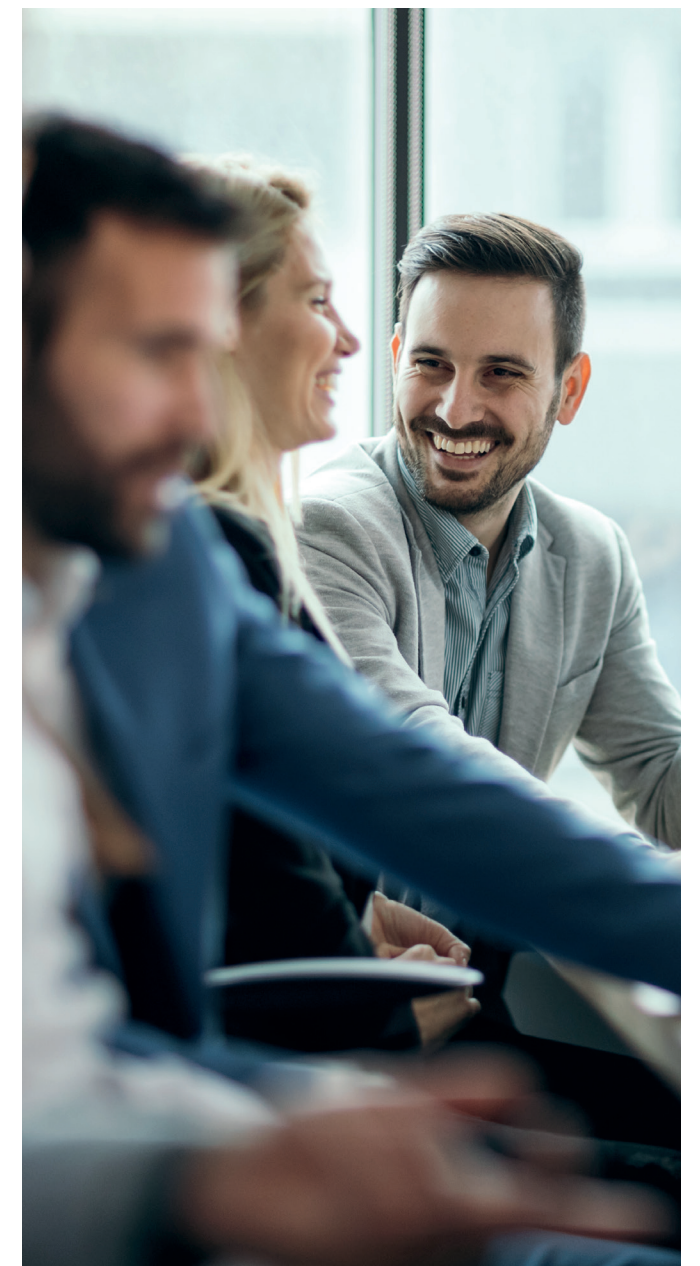
The construction and legal industries, the corporate sector, and many others rate our training as excellent.

## Accreditation

Strongmind courses are fully accredited by the Continuous Professional Development Standards Office. Delegates may use the hours of training on our courses to count against any CPD requirement from professional bodies.

At Strongmind we can offer our clients the opportunity to become members of the CPDI. The institute of CPD is a global community, and mass movement of people, who are dedicated to being the best version of themselves. Some of the benefits of being a member are:

- Highly regarded letters after your name
- Digital Institute of CPD badges to display on your website and social media channels
- Keep your professional qualifications current and relevant with high value
- Recognition as part of a globally recognised professional community.
- Leverage the power of community and networking
- Get exclusive access to ICPD courses, training and events





# TRiM

## What is Trauma Risk Management?

Trauma Risk Management -TRiM is an evidence based, peer delivered risk assessment and ongoing support system, designed specifically to help in the management of traumatic events.

TRiM is not a clinical intervention, or a form of counselling, nor is it psychological debriefing. The system allows peers to understand likely reactions to traumatic incidents and to conduct structured risk assessments, aiming to identify people needing early referral to qualified medical support. Risk assessments are based around structured but informal interviews identifying common risk factors for the development of traumatic stress. TRiM is not a single session intervention and ongoing monitoring is put in place to support colleagues.

The system conforms to National Institute for Healthcare Excellence – NICE guidance on the management of traumatic incidents. TRiM is suitable for direct trauma and exposure to secondary or vicarious trauma. It can be applied after single events but is entirely suitable in situations where there is long term serial or multiple exposure.

## How does TRiM work?

We know that in the wake of traumatic events ad-hoc responses can be unhelpful. It is important to ensure that psychologically informed management and careful planning takes place. TRiM trained personnel are taught how to plan coherent responses and to deliver tailored interventions to those at risk.

TRiM is designed to be used in a team environment where there is leadership and low-level supervision. To allow this we train people at two levels – Practitioner and TRiM Manager. Managers must first qualify as Practitioners; they are then in a position to run the organisational TRiM program and to ensure coherence and support to practitioners.

TRiM has been used in many industries from emergency services, healthcare, construction, first responders, security, transport, the military, government agencies, social services, and NGOs.

## Accreditation

Strongmind courses are fully accredited by the Continuous Professional Development Standards Office. Delegates may use the hours of training on our courses to count against any mandated or voluntary CPD requirement from professional bodies.

## TRiM Practitioner training

### Duration:

2 Day

### Delivery Method:

Face to Face  
Fully Blended Virtual Learning

### Course Capacity:

14

TRiM Practitioners are trained to operate inside their organisation to assist with the response to critical events, these may be small in scale or could be major events involving large numbers of people over an extended period. The Practitioner is able to support colleagues and conduct structured risk assessments to facilitate early referral for specialist help where this is needed.

Properly employed and supported, TRiM Practitioners can make a significant contribution to staff welfare by offering structured peer support and assessment of risk to colleagues. TRiM practitioners are trained to identify the risk factors for the development of post-traumatic stress and to know when to signpost colleagues to professional support. They can also deliver psycho-education briefs after critical events.



*'Properly employed and supported, TRiM Practitioners can make a significant contribution to staff welfare by offering structured peer support and assessment of risk to colleagues.'*

### The following areas are covered:

- Characteristics of traumatic events
- Site management
- Trauma Psychology
- Risk factors for traumatic stress
- Active listening
- Filtering events and planning
- Practical risk assessment
- Providing post incident stress education briefs
- Documentation and recording

### Course Outcome

A trained practitioner is able to understand the characteristics of traumatic events and conduct structured risk assessments to facilitate early intervention and ongoing support to colleagues and peers.





## TRiM Managers Course

Where TRiM is implemented in organisations, it is crucial that there is management backing, coherent policy and leadership around TRiM interventions. If these elements are not present, the initiative is likely to fail. TRiM managers are the vital glue that brings together TRiM Practitioners, management and other areas of the organisation involved in wellbeing or welfare.

The emphasis of the Trauma Risk Management – TRiM Managers course is on planning and supervising responses to traumatic events and developing risk assessment skills to an advanced level. Delegates on this course must already be qualified as TRiM Practitioners.

Learning how to supervise TRiM practitioners, manage their welfare and support is crucial. TRiM Managers learn how to build effective and coherent TRiM teams and how to apply best practice.

### The course outcome is to enable delegates to:

- Develop TRiM risk assessments and active listening skills to advanced level
- Plan and coordinate organisational responses to critical events
- Supervise and monitor the welfare and effectiveness of TRiM practitioners
- Act as the regional/divisional TRiM lead in own area
- Provide low level formal TRiM supervision and act as regional point of contact
- Advise on and monitor management plans after TRiM risk assessments
- Coordinate records, TRiM follow up assessments and liaise with other departments as necessary

### Course aim

To provide TRiM Managers with the skills to ensure the effective implementation of Trauma Risk Management policy and to ensure supervision and practitioner welfare.

### TRiM refresher training

Face-to-face – one day intense package of both theory and practical exercises. Course capacity is 14 delegates.

Online learning – Variable capacity

### Why do we need Trauma Risk Management refresher training?

Trauma Risk Management courses are intensive and we teach a lot of practical skills. Inevitably, some of the knowledge and skills fade with time. Practitioners need to keep themselves current so they can provide the best support to colleagues who have been involved in traumatic events. The refresher training is designed to revise practical skills as well as instruct on any new developments.

### How often should we revise skills?

We recommend that qualified TRiM Practitioners and Managers attend refresher training at least annually. This is important if trained practitioners have not delivered TRiM interventions regularly.

### How long does it take?

Our refresher training takes a full day, and we revise the theoretical elements of TRiM and the practical skills of risk assessment. You'll take part in scenario- based planning sessions and in role play exercises. At the end of the course we will issue a certificate of attendance so you can update your continuous professional development record.



# MHFA



## Overview

Mental Health First Aid is designed to be flexible and available in a range of forms to support all communities:

### MHFA – Adult two-day course

Designed to deliver a mental health first aider with the skills to support colleagues in the workplace or in their community.

### Champion one-day course

Provides a Mental Health First Aid Champion with the skills to support positive wellbeing and the confidence to advocate for mental health awareness.

### Youth two-day course

Provide a Mental Health First Aider with the skills to support a young person experiencing problems with their mental health.

### Awareness – Adult half-day course

This is an introductory four-hour session to raise awareness of mental health.

### Armed Forces Community two-day course

Designed for Mental Health First Aiders supporting members of the Armed Forces community, whether they are serving, veterans, families or members of organisations working with the forces community.

## Mental Health First Aid Adult

### Duration:

2 day

### Delivery Method:

Virtual or face-to-face

### Course Capacity:

16

This Mental Health First Aid Adult course can be delivered on-line or face-to-face. You will also gain the knowledge to help someone recover by guiding them to further support – whether that's self-help resources, through their employer, the NHS or a mixture of both.

### MHFA Adult Course Content

The course is split into four modules. When delivered face to face each module is half a day long. For virtual learning the modules are split into 2 hours of pre-learning done on the MHFA portal and two and a half hours of instructor led virtual learning for each module.

### Modules cover important mental health subjects such as:

- The impact of mental health
- Stigma
- Prevalence and risk factors
- The mental health first aid action plan
- Stress
- Depression
- Suicide
- Substance misuse
- Non-judgemental listening
- Anxiety
- Eating disorders
- Self-harm
- Psychosis-Schizophrenia and Bipolar disorder
- Building mentally healthy workplaces

## Become a Mental Health First Aid Champion

### Duration:

1 day

### Delivery Method:

Virtual or face-to-face

### Course Capacity:

16

Mental Health First Aid – MHFA – is an internationally recognised training course which teaches people how to spot the signs and symptoms of mental ill health and to provide help on a first aid basis. This course is designed for people who want to promote and positively affect attitudes on mental health in the workplace.

### Course Aims

- Preserve life where a person may be a danger to themselves or others
- Provide help to prevent a mental health issue developing into a more serious problem, before professional help arrives
- Promote the recovery of good mental health
- Provide comfort to a person experiencing a mental health issue
- Raise awareness of mental health issues in the community.
- Reduce stigma and discrimination
- Improve own health and wellbeing

### Takeaways

Everyone who attends this MHFA Adult course receives a comprehensive manual for reference, a certificate of attendance, a quick reference guide to the Mental Health First Aid action plan, and a workbook containing useful information.



# Mental Health First Aid – Youth

**Duration:**  
2 days

**Delivery Method:**  
Virtual or face-to-face

**Course Capacity:**  
16

The Mental Health First Aid – Youth courses are for anyone who works with, lives with, or supports young people aged 8-18.

We train the adults in a young person’s life to have the skills and confidence to step in, offer first aid and guide them towards the support they need.

Giving people the tools to open these conversations, can empower them to create mentally healthy, supportive environments in their families, schools, youth groups and communities.

Qualify as a Youth Mental Health First Aider with our two-day course.

## Course Aims

- Preserve life where a young person may be a danger to themselves or others
- To provide help to prevent a mental health issue developing into a more serious state
- To promote the recovery of good mental health
- To provide comfort to a young person experiencing a mental health issue
- To raise awareness of mental health issues in the community.
- To reduce stigma and discrimination

# Mental Health First Aid Awareness

**Duration:**  
4 Hours

**Delivery Method:**  
Virtual or face-to-face

**Course Capacity:**  
16

Mental Health First Aid (MHFA) awareness is a short course, designed to provide delegates with a basic understanding of mental health and an introduction to Mental Health First Aid.

## Course Aims

- What mental health is and how to challenge stigma.
- A basic knowledge of some common mental health issues.
- An introduction to looking after your own mental health and maintaining wellbeing.
- Confidence to support someone in distress or who may be experiencing a mental health issue.

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*‘Mental Health First Aid (MHFA) awareness is a short course, designed to provide delegates with a basic understanding of mental health and an introduction to Mental Health First Aid.’*

# Mental Health First Aid Refresher Training

**Duration:**  
4 Hours

**Delivery Method:**  
Virtual or face-to-face

**Course Capacity:**  
16

Just like physical first aid, we recommend that Mental Health First Aiders and MHFA Champions attend a Refresher course every three years.

If it’s time to refresh your skills, book onto a Refresher course now and feel confident that you are performing your vital role safely.

## Course Content

If you are a Mental Health First Aider or MHFA Champion, you have skills for life that support you and the people around you.

We believe that mental health should be treated equally to physical health – and just like physical first aid, Mental Health First Aid training should be kept up to date.

The four-hour MHFA Refresher course will empower you to:

- Keep your awareness of mental health supports current
- Update your knowledge of mental health and what influences it
- Practice applying the Mental Health First Aid action plan

Please note that the MHFA Refresher is only for people who have completed an Adult Mental Health First Aider, MHFA Champion, or Armed Forces Mental Health First Aider course.

# Mental Health First Aid – Armed Forces

**Duration:**  
2 days

**Delivery Method:**  
Virtual or face-to-face

**Course Capacity:**  
16

The Mental Health First Aid – Armed Forces community course, has been developed to meet the needs of the whole Armed Forces community, including: serving personnel, veterans, their families, and people who work with, or support them.

This Course raises awareness and mental health literacy, reduces stigma around mental ill health and boosts knowledge and confidence in dealing with people who maybe struggling. We’ll help you to start a conversation with someone who may be in difficulty to help them get early help and promote a faster recovery.





# Other Courses

At Strongmind we acknowledge that for many organisations high levels of stress have become the norm and resources are stretched making it difficult to simply change the working environment. Support services too are often under severe pressure, and it is sometimes difficult to access help from Occupational Health services. Informed peer support in these circumstances is vital. Being able to support colleagues and recognise when they are not doing well can make a huge difference.

Stigma is a significant barrier to help seeking and peers are best placed to overcome this with discreet honest but informed conversations about mental health. Where appropriate, risk assessment after trauma will ensure that suitable management strategies are in place to support colleagues who are facing adversity. We can all influence mental health in a positive way and one of our key aims is to empower people and organisations to make a real difference. If you have particular work-related stressors, we can tailor our training to ensure that we engage your teams.

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*Social studies of disaster response around the globe have shown that social support is the most powerful protection against becoming overwhelmed by stress and trauma. Social support is not simply being in the presence of others. The critical issue is reciprocity: Being truly heard and seen by the people around us, feeling that we are held in someone else’s mind or heart.*

**Bessel Van der Kolk**

## Mental Health for Managers

### Delivery methods:

- e-learning – 4 hours
- Virtual – 3 hours
- Face-to-face – one day

### Course Capacity:

16

- Practical measures to help a person with poor mental health
- The Equality Act and mental health
- Active listening with practical exercises in interviewing people who may be struggling
- Identifying common mental health problems – anxiety and depression
- Substance misuse and mental health
- Positive coping

Poor mental health is the source of much sickness absence from the workplace. It may also appear as ‘presenteeism’: – when people are at work but are struggling and possibly less productive.

Declining mental health can be the result of poor working environments or practices and we know that workplace relationships are one of the key sources of stress identified by the Health and Safety Executive.

Managers can often lack the knowledge, confidence, or skills to interact and appropriately support a person who may be suffering from poor mental health. A good understanding of mental health contributes to the building of mentally healthy workplaces – a key step to reducing sickness absence. Knowing how to support someone and where to signpost them for help is vital, alongside an awareness of how the Equality Act relating to mental health may affect procedures.

Managers are often under pressure to meet targets and deadlines while supporting others, for this reason you need to know how to protect yourself and to manage stress and burnout effectively.

### Course Aims

To provide managers with the knowledge and confidence to understand common mental health problems. To know how to support and signpost a person who may be suffering from poor mental health as well as managing their own stress.

### Course Content

- What is mental health?
- Reducing stigma and building healthy workplaces
- Prevalence, risk and protection





# Domestic Abuse Awareness Training

**Duration:**

Half day

**Delivery Method:**

Virtual

**Course Capacity:**

16

Domestic abuse is a significant issue in the UK and one that has caused concern over the Covid lockdown period. As an employer, you want to do everything you can to keep your staff healthy, happy, productive, and most importantly, safe. The statistics around DA are alarming; one in four women and one in six men will experience domestic abuse. This means it is highly likely that most organisations will have staff who have been touched by this issue.

With over 2.3 million people (aged 16-74) in the UK experiencing domestic abuse each year, employers have a duty of care and a legal responsibility to provide a safe and effective work environment. Preventing and tackling domestic abuse is an integral part of this. We know that 86% of companies believe they have a duty of care towards domestic abuse victims, however, only 5% of organisations have a specific guideline or policy on domestic abuse.



Following a collaborative consultation on workplace support for victims of domestic abuse in 2020, the Government published a report and open letter to employers in January 2021 urging employers to “look at what more your organisation can do to help survivors of domestic abuse.

**Course content**

Colleagues and managers can often be the only other people outside the home that survivors talk to each day and are therefore uniquely placed to help spot signs of abuse. Our trainers will guide you through this challenging subject with the following learning outcomes:

- Improve awareness and confidence around issues relating to and the impact of domestic abuse and the workplace
- Understanding the issue; The Business Case
- Gain a fuller understanding of the employer’s legal and statutory obligations in relation to creating safe and healthy workplaces
- Introduce the Domestic Abuse Bill 2020, the Domestic Abuse Act 2021/22 and the government’s commitment to tackling the issue
- Improve support to staff, colleagues, and self
- Identify how to implement the Four R’s Approach – Recognise, Respond, Refer, Record



# Peer Support Practitioner

**Duration:**

2 days

**Delivery Method:**

Virtual or face-to-face

**Course Capacity:**

16

Peer support is acknowledged as being a positive and useful component of workplace wellbeing. There is good research to show that people are more likely to discuss their problems with trusted peers than to seek professional help at an early stage. Trained peer supporters can be very effective at encouraging help seeking and providing support and comfort to colleagues experiencing difficulty.

**Course Aims**

To provide delegates with the knowledge and practical skills to work as peer supporters inside an organisational framework to:

- Provide informed support to colleagues experiencing emotional distress
- Encourage help seeking and confidence
- Reduce stigma and promote recovery
- Facilitate access to opportunities and support
- Promote personal and organisational resilience

This course will provide scenario-based practical exercises around how to approach a person, and how to assist using active listening skills. These practical exercises boost confidence in having difficult conversations with people and allow you to focus on outcome-based solutions for the individual.



*‘Trained peer supporters can be very effective at encouraging help seeking and providing support and comfort.’*

# Peer Support Workshop

**Duration:**

4 hours

**Delivery Method:**

Virtual or face-to-face

**Course Capacity:**

16

This popular peer support workshop is derived from our successful peer support practitioner course. It was designed on demand for NHS staff who wanted to improve the informal peer support between colleagues during the Covid crisis. Knowing how to structure a conversation with a colleague who is distressed and to encourage them to outcome-focussed positive solutions is important.

This four-hour workshop explains what peer support is and how we should approach and support colleagues. It provides practical training on active listening skills and explains how colleagues may respond to traumatic events.





# Personal Resilience

**Duration:**

1 day or 1/2 day

**Delivery Method:**

Virtual

**Course Capacity:**

16

**Course Content**

We will introduce you to the components of personal resilience and will help you to understand your own emotional intelligence and how stress affects you:

- Understand personal resilience and its relationship with our mental health
- Learn how stress and Life events impact our long-term wellbeing
- Look at the importance of emotional intelligence and self-awareness in maintaining wellbeing
- Refresh coping skills
- Identify problem behaviours and negative coping
- Understand stress reduction techniques
- Identify burnout and its impact on mental health

**Tailoring the training**

We can shape the training to your organisation.

We have a version designed for those who work in very high stress environments where they may be exposed to trauma.

**What is personal resilience?**

Personal resilience is about the way we manage stress and the challenges that life throws at us. It's about being able to make positive adjustments in the face of adversity, to maintain our mental health during recovery and in everyday life.

Resilience is especially important to those who work in high stress environments where the impact of multiple events can build up. Single, unexpected life events can be equally debilitating, and it can sometimes be difficult to cope.

We all have some innate resilience, some more than others, but it is possible to develop resilience and to learn how our thinking and coping strategies can help us to fend off the effects of stress. There is good evidence to suggest that there is much we can do to help ourselves and our training will help you to develop positive strategies.



# Stress, Trauma and Resilience - STaR

**Duration:**

1/2 day | 60 min | 90 min

**Delivery Method:**

Virtual

**Course Capacity:**

16

This popular online instructor-led course is designed to help managers and staff alike improve their knowledge and confidence around stress, trauma and resilience, particularly when working alone or at a distance. We experience varying levels of anxiety when something dramatic causes our lives to change. This course will help you understand your emotions and to encourage you to help yourself and support others, even at a distance.

**Course Aims**

To improve knowledge and confidence around stress, trauma and resilience, and to be able to understand and maintain your own mental resilience-

- Understand our reactions to crisis; What to expect
- Staying resilient
- Understand secondary trauma
- Understand how to Support others and protect yourself



*'This popular online instructor-led course is designed to help managers and staff alike improve their knowledge and confidence around stress, trauma and resilience.'*

# Supporting Others in Times of Crisis

**Duration:**

Half day

**Delivery Method:**

Virtual

**Course Capacity:**

16

Our Supporting Others in Times Of Crisis training is designed for managers and staff who want to improve their awareness and confidence around stress, loss and trauma particularly when working at a distance, and in isolation. The training is a great way to bring teams together virtually and to discuss issues relating to wellbeing in the context of a crisis. The course is an interactive one and is virtually delivered so that everyone can dial in to access it regardless of their location.

We look at our reactions to crisis and unfamiliar environments.

- How we are likely to think and behave in changed circumstances
- The concept of normalising reactions and avoiding negative coping
- Key resilience concepts to improve awareness.
- How to help others
- Listening skills and how to focus the conversation on supporting a colleague
- Grief, loss, and the reactions to expect. How to help others and actions to avoid
- Secondary trauma, what it is and how to recognise it
- The key responses to trauma and how you can help someone
- How to keep yourself safe from burnout and compassion fatigue



# Handling Vulnerable Callers

**Duration:**

3 hours

**Delivery Method:**

Virtual

**Course Capacity:**

16

Many organisations have call operators who handle daily, many vulnerable callers. Some of these callers are deeply distressed, angry, confused, or desperate. The nature of your role or business means that you will encounter very challenging situations. Callers may even threaten suicide. How do you respond to these challenges? How do you prioritise your responses and what should you do? Operational policies are sometimes vague about what to do or say, so providing some training around this difficult issue is essential.

Dealing with challenging situations on the phone may leave you feeling upset, angry, or deeply uncomfortable. This can be damaging to your own mental health, particularly, over an extended time, so knowing how to protect yourself is also important. Employers have a very clear duty of care towards their call handlers and must understand the risks to which their employees are exposed.

This three-hour workshop will improve awareness and confidence around how to manage vulnerable callers, how operators can protect their own mental health and build resilience.

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*‘Many organisations have call operators who handle daily, many vulnerable callers. Some of these callers are deeply distressed, angry, confused, or desperate.’*

**Learning Outcomes**

This session will help you to:

- Gain knowledge and confidence in positively managing difficult calls
- Improve understanding of caller vulnerability, prioritisation, and effective signposting
- Understand compassion stress, secondary trauma, burnout, and the importance of professional boundaries
- Learn about personal resilience and how to build effective coping mechanisms
- Recognise when to seek help and how to access internal support structures

**Tailored delivery**

Since introducing this course, we have tailored content to organisations, at their request. Different organisations manage callers with different issues. Similarly, some people may respond in different ways.



# Suicide Awareness Workshop

**Duration:**

Half day

**Delivery Method:**

Virtual

**Course Capacity:**

16

Please note: This course is designed to provide basic suicide awareness and is not an intervention training course.

Most people have been touched by the tragedy of suicide at some time in their lives. These challenging incidents leave us with an overwhelming feeling of loss and helplessness, but how do we spot someone who may be suicidal? If we suspect someone to be at risk, what should we do or say? How can we help?

These are all questions that if unanswered may leave us feeling frustrated, worried, and unable to help. Many organisations regularly encounter people who are struggling with their emotions or have significant mental health problems. Some of these people may be at risk from suicide.

**This course covers**

- Suicide facts, myths and prevalence
- Why do people take their own lives?
- Risk factors
- At risks groups
- How to assess risk
- How to help, the do’s and don’ts
- Support agencies

**Course Aims**

Having attended this course, delegates will have improved understanding and confidence around this sensitive subject.





# Understanding Trauma

**Duration:**

1 day

**Delivery Method:**

Virtual or face-to-face

**Course Capacity:**

16

The concept of exposure to traumatic events is recognised as a factor influencing the development of a variety of mental health conditions and is not confined to PTSD – Post Traumatic Stress Disorder.

When working with people who have been exposed to trauma it is necessary to understand the responses to trauma, how to keep people safe and how to protect yourself from the associated risks from vicarious trauma. An understanding of trauma informed practice helps provide a foundation for support and conversation. Relationships are built on safety, trust, choice, affirmation, collaboration, and empowerment.

This training is designed to improve confidence and knowledge around the subject and is suitable for anyone working with people who have been exposed to trauma. The course involves practical exercises and group discussion.

The training is not designed to be therapeutic and is not recommended for people with ongoing issues related to traumatic experiences.

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*‘This training is designed to improve confidence and knowledge around the subject and is suitable for anyone working with people who have been exposed to trauma.’*

**Key Learning Points**

- Introduction to trauma and the characteristics of traumatic events
- Understanding the impact of trauma
- Trauma psychology – How we think and behave after trauma
- Common risk factors for the development of traumatic stress
- Identifying signs symptoms and behaviours
- Trauma informed practice
- Discussing trauma – active listening skills
- Positive and negative coping
- Signposting and support
- Self-protection and caring for the carer

**Course Aim**

To provide delegates with an understanding of the impact of traumatic events, the factors associated with the development of traumatic stress and trauma informed practice.



# Resilience and Vicarious trauma

**Duration:**

1 day

**Delivery Method:**

Virtual or face-to-face

**Course Capacity:**

16

Many professions are routinely exposed to high levels of stress and frequent traumatic events. Staff often work alone and may be exposed to physical assault, or the sheer volume of work may become overwhelming.

Secondary exposure to distressing images or hearing distressing stories repeatedly can also take their toll and without personal awareness, resilience and organisational support, staff can become seriously unwell.

Burnout and compassion fatigue are common problems in the emergency services, in healthcare workers and those working in social care. Workers who support the public in

challenging circumstances can all be affected, including those who work on telephone support lines.

There is much that organisations can and must do to support their staff but improving the self-awareness of personnel can also be a powerful protective tool.

This one-day training Course Aims to improve self-awareness and self-efficacy through an understanding of resilience and positive coping.

**What you will learn on this course:**

- Personal resilience and its relationship with our mental health
- Self-awareness and emotional intelligence as protective factors
- Stress and physical wellbeing
- Traumatic stress and vicarious trauma
- Avoiding negative coping and problem behaviours
- Stress reduction and positive coping
- Self-care and avoiding burnout





# Safeguarding Employees After Incidents – SEAI

**Duration:**

2 days or half day awareness workshop

**Delivery Method:**

Virtual or face-to-face

**Course Capacity:**

14

‘David was a healthcare worker falsely accused of wrongdoing. The process of investigation and adjudication was lengthy and incredibly stressful. Although innocent, David’s mental health and confidence was severely affected. He was cleared of any wrongdoing, but the sense of isolation and injustice never left him. He later resigned, an unhappy and resentful man.’

David’s story is by no means an isolated tale. People across many professions such as healthcare, education, security, and many more are vulnerable to professional errors or allegations, some of them malicious. Internal inquiries are not always well conducted which may have legal implications, and tribunals are often set against a background of one person’s word against another’s. It is therefore possible that the effect on those accused may be underestimated, and the support offered can be inadequate.

Who acts as an advocate for those accused or under investigation? Legal advice will often state that ‘it will come down to the evidence presented on the day and who the court believes’. For this reason, it is essential for organisations to know how to best capture, record and safeguard employee evidence. This makes the job of safeguarding employees and organisational reputation easier.

The Safeguarding Employees After Incidents – SEAI – course, develops professional awareness and provides you with guidance on the best ways in which you and your organisations can identify significant events, and support your affected staff.

SEAI addresses some of the issues that may make witnesses more vulnerable, particularly around perception and memory. The course explains the current best memory retrieval methods to capture credible witness accounts and protect the integrity of any investigation. SEAI also

addresses mental health and welfare support, especially where trauma may have been involved. Training colleagues and peers in SEAI will have a powerful impact allowing; a structured, documented, risk managed and transparent response to significant events.

**Advantages**

SEAI provides your organisation with the structured management of stressful events following significant incidents or allegations. It captures evidence, safeguards employees and helps them to deal with the emotional aspects of the event. When used appropriately SEAI will contribute to the following: –

- Reduce legal liability for the employee and organisation
- Professionalise evidential capture of witness information
- Identify the best way of securing evidence from affected staff
- Explain why memory is vulnerable after stressful events
- Highlights poor interviewing techniques and statement writing
- Signposts ethical investigation practices to support staff
- Enhances the employers Duty of Care
- Improves the safety, security, and welfare of employees
- Protect the organisational reputation and brand
- Improve staff motivation and morale, in turn reducing absenteeism
- Help protect the organisation at review, enquiry or investigation
- Promote transparency in incident reporting processes

# Online Courses

At Strongmind we have recognised the increased appetite for remote learning solutions, and we can now deliver a full suite of courses through either; instructor led virtual sessions; or via fully blended e-learning courses that may also include virtual interaction with a training mentor.

With more staff working from home, we have all become more comfortable with the use of virtual platforms for training delivery. Over the last 18 months we have trained thousands of staff in a wide variety of training around mental health, trauma and resilience with excellent results

Instructor led virtual delivery: our experienced trainers will guide delegates through the course material using group discussions and breakout sessions to maintain learner engagement in a safe and informal environment.

Here are our current remote learning solutions:

**Trauma Management**

- Trauma Risk Management –TRiM Managers Course
- Trauma Risk Management Refresher Course
- Understanding Trauma

**Mental Health First Aid England**

- Mental Health First Aid Adult
- Mental Health First Aid Champion
- Mental Health First Aid Awareness
- Mental Health First Aid Youth
- Mental Health First Aid Armed Forces
- Mental Health First Aid Refresher

**Mental health and resilience**

- Mental Health For Managers
- Domestic Abuse Awareness
- Personal Resilience
- Peer Support Practitioner
- Peer Support Workshop
- Handling Vulnerable Callers
- Safeguarding Employees After Incidents
- Stress and Resilience-STaR – 60 minutes
- Stress Trauma and Resilience –90- minutes
- Supporting Others in Times of Crisis

**Blended e-learning courses**

- Trauma Risk Management Practitioner Course
- Trauma Risk Management Refresher Course.
- Mental Health For Managers





# Tailored courses

At Strongmind we recognise that standard courses do not always fit client needs exactly. The demands and operating environments within some industries often highlight areas of concern. Outward facing organisations frequently find dealing with the public challenging and the duty of care suggests managers or colleagues need some awareness training in how to handle specific situations and the impact on staff.

Our teamwork with clients to understand the specific concerns and operating environment. Our experienced development team then design bespoke training that addresses the specific learning outcomes identified with the client in the available time. We often run pilot courses and adjust to ensure that we hit the exact outcomes required.

Here are a few examples of some successful bespoke training packages that we designed and delivered:

## Vulnerable callers training

We were approached by a large government agency whose staff frequently encounter distressed members of the public over the phone. We were specifically tasked to design training around how to handle vulnerable callers, especially those who may be at risk from suicide. We designed a blended, instructor led training workshop that sensitively and safely addresses some of the key concerns and highlights personal wellbeing. This programme has been highly successful and has been incorporated into departmental induction training. Learner feedback is excellent and hundreds of staff have been trained.

## Mental health for managers

A large national education department commissioned us to deliver mental health for managers training to around 1500 staff. Specific objectives were identified around creating mentally healthy workplaces and managing staff who may be experiencing challenges to their mental health. Virtual instructor led training was developed and delivered at scale over a three-month period with 8 three-hour workshops per week delivered. Client satisfaction levels were excellent.

## Understanding Trauma

Specific training in understanding trauma was delivered to a range of staff and intervention providers on behalf of the Home Office. These personnel were working with vulnerable people on a high profile and sensitive project where discretion and awareness were required. We identified the key objectives and delivered training face-to-face at multiple sites across the UK, with excellent feedback.

**To discuss your needs please get in touch**

Phone:  
**01264 790795**

Email:  
**[courses@strongmindresilience.co.uk](mailto:courses@strongmindresilience.co.uk)**



# (CPD) Events and Workshops

At Strongmind we recognise the impact that positive workplace management and strong leadership have on individual resilience. Poor workplace relationships and a lack of confidence in management are incredibly damaging to morale and productivity.

We know that poor morale is linked to the development of mental health problems, so it is vital for organisations to ensure that their managers understand how to identify workplace stress and how to manage people effectively when they are struggling.

Improving awareness and reducing the stigma around mental health is vital. We can shape training to fit into leadership programmes and workshops. We are able to construct tiered training solutions to fit differing roles and levels of seniority.

## Policies & Procedures

Stress management and mental health awareness programmes are more effective when they are supported by coherent policy and management training. We are experienced in policy development and writing.

We help organisations to develop protocols around trauma management and help to merge these with existing systems of support such as occupational health and employee assistance programmes.





## Notes

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## Get in touch

Please call or email for information, availability and bookings.



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