

COUNSELLING & CLIENT WORK COURSES

CRITICAL INCIDENT MANAGEMENT

Course overview

This training program will improve the skills, confidence and competence of staff at all levels in a range of workplace contexts to de-escalate, prevent and manage both critical incidents, and the post-incident debriefing process.

Who will benefit from this course?

This training is essential for any staff members who might be exposed to, or may be required to manage a critical incident in the workplace.

DURATION: 1 Day

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available Australia-wide including all remote & regional areas

Discounts for NGOs

Course content

- Develop a framework and the key competencies required for preventing and managing critical incidents.
- Identify the organisational variables which can expose staff to heightened risk of a critical incident.
- Identify the interpersonal dynamics likely to trigger an escalation into a critical incident.
- Develop competency in responding appropriately to the needs, emotions, behaviours and defences of clients involved in a critical incident.
- Develop skills to assess the level of risk of escalation, and to quickly diffuse the potential of a situation escalating into a critical incident.
- Develop the intervention skills required to manage a critical incident which has escalated into a situation where the client is acting violently or aggressively towards staff.
- Understand the range of emotional and behavioural responses of staff involved in a critical incident.
- Learn strategies to manage your emotional and physical reactions to critical incidents both during and after the event.
- Learn a framework for establishing organisational policies and procedures to ensure staff safety, appropriate responses and follow-up staff support.
- Understand the purpose and nature of debriefing, and learn strategies to ensure that debriefing is handled appropriately.
- Practice skills and receive coaching and feedback in a small highly interactive training group.

Contact us for an obligation free quote!

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