



Psychological Health & Well-Being Training (PHeW)

Free Choices

Traumatic | Critical Incidents Guidance & Support

Traumatic | Critical Incidents in the workplace are events such as; suicide, sudden death, robbery, actual and threatened sexual or physical violence, harassment, bullying, work related death, serious accidents, fire, bombings, shootings, murder, industrial or natural disasters, extreme isolation, involvement or exposure to warfare, organisational changes such as: restructuring and redundancy.

Under traumatic circumstances, reactions and needs can be varied, unexpected and distressing, particularly in the event of loss of life. The support which is made available to businesses and individuals, following a critical incident can provide essential resources, which promote resilience, recovery time, a sense of safety and on-going well-being. In times of crisis being prepared and providing the necessary guidance is highly beneficial for the healthy restoration of businesses and their people.

WHY IT MAKES SENSE TO RESPOND TO AND BE PREPARED FOR A TRAUMATIC | CRITICAL INCIDENT

- ✓ Supports people and businesses to recover more quickly and effectively
- ✓ Promotes human and business resilience
- ✓ Reduces sense of chaos & confusion by providing clarity, direction & support
- ✓ Increases a sense of safety and wellbeing within your environment
- ✓ Demonstrates an organisations commitment to safeguard its people, which in turn can promote trust and loyalty



Six key factors for the appropriate and effective management of crisis situations are being:

1. **Informed** – having knowledge about causes, impact and treatment
2. **Skilled** – having the appropriate & necessary abilities to deal with the situation
3. **Responsive** – being in a position to take action when and how it is needed
4. **Supportive** – offering helpful emotional and practical support strategies
5. **Calm** – remaining calm and focused under difficult circumstances
6. **Sensitive** - offering a caring response while remaining aware of specific needs and limitations

It is our expertise utilising these key factors, which ensure that all of our experienced Trauma & Critical Incident professionals are well equipped to support you.

CONSULTATION & TRAINING

Telephone & On-Site Guidance & Support

The Free Choices Team of trained and experienced critical incident professionals are specialised in understanding and working with organisations, managers, teams and individuals dealing with traumatic events. We provide telephone and on-site services, which support you to identify and manage your needs, as well as, provide appropriate guidance and recommendations for further resources and services

Free Choices Traumatic | Critical Event Training for HR Professionals & Managers

Following a traumatic / critical event it is reasonable to expect that there may initially be a level of confusion and disruption to the company's working practice. The Human Resource Department and Managers are generally the first port of call in dealing with crisis situations. It is therefore important that they are able to understand and respond to the possible impact of work place traumatic events

Our Training is tailormade to provide your organisation with the best strategy in managing such incidents. Aspects of your training can include: -

- ✓ Understanding what is involved in a Traumatic / Critical Incident
- ✓ Knowing Reactions to Expect Following a Traumatic Event
- ✓ Identifying & Dealing with Post-Traumatic Stress Disorder (PTSD)
- ✓ Recognising What You Should Look out for After a Traumatic Event
- ✓ How you can support People Recover and Return to Normal Business Operation
- ✓ Identifying ways & building skills to Cope with Trauma in the Workplace
- ✓ Creation & Establishment of your response procedure for Before, During & After a Traumatic / Critical Event
- ✓ Adapting and Utilising your Workplace Culture to aid Recovery from Traumatic Events
- ✓ Useful Resources & Sign Posting for further support



Please contact The Free Choices Critical Incident Team via to find out more about: resources, advice, consultation, on-site support services for managers, employees, family members & training for staff.