



# NewGrange

TRAINING & SERVICES LTD

*Better People, Better Business®*

## How to respond to Workplace Violence

### *Support Skills for Managers*

This participative skills based course seeks to provide managers with both the insight and ability to handle situations involving staff who may be distressed following exposure to traumatic situations. Staff are more at risk today from attacks and assaults and can become victims of violence, in some cases this can lead to the development of post traumatic stress causing an increase in absence from work.

This course will place particular emphasis upon the process of post-incident support, employee reactions, and identifying signs indicating that referral to the professional counsellor is appropriate.

#### **Aimed at:**

Managers and Supervisors who have responsibility for the welfare of their staff.

**Course Location:** On-Site at your premises

**Course Duration:** 1 Full Day 10am-4.30pm (date to suit you)

**No. of Delegates:** 12 delegates max

#### **Outcomes - On completion of this course delegates will:**

- Be able to provide helpful post-incident support
- Be able to make informed trauma management interventions, to stabilise and support trauma victims pending professional assistance
- be able to give a range of options to pursue which help or hinder in a traumatic incident
- Have a working knowledge of short term active listening skills
- Be able to identify signs of post trauma stress
- Know when to refer staff on to a counsellor or other helping professional

#### **Style and Method**

Delegates will find this a safe and supportive environment in which they will be encouraged to try out new skills and receive and give constructive feedback. Using a mixture of small group work, discussion and Case Studies delegates will have an opportunity to share best practice, which can be applied in the workplace.

#### **Delegates Receive:**

Certificate of Training

Course Notes

Course Materials

Tel: +44(0) 1562 632143

Fax: +44(0) 1562 632584

email: [info@newgrangetraining.co.uk](mailto:info@newgrangetraining.co.uk)

[www: newgrangetraining.co.uk](http://www.newgrangetraining.co.uk)