

Vicarious trauma – having a healthy workplace

Course programme

11:00	Welcome and introductions
11:30	What is vicarious trauma and why is it a problem? <ul style="list-style-type: none"> • Explore recent research and understand the outcomes • Discuss current helpline trends in call complexity and volume
11:50	Key risk factors <ul style="list-style-type: none"> • Understand key risk factors of vicarious trauma • Identify the risks to your helpline service
12:20	Identifying severity & complexity of challenging call content <ul style="list-style-type: none"> • Identify the meaning of a complex call in your service • Understand the impact complexity has on risk factors • Begin to compile a risk matrix for your service
13:00	Lunch
13:45	Understanding impact <ul style="list-style-type: none"> • Explore how vicarious trauma impacts helpline workers • Identify how to tell if someone is suffering burnout
14:15	Training, supervision and support <ul style="list-style-type: none"> • Explore the motivation for working on a helpline and how this may affect vicarious trauma risk • Identify how to reduce the risk of vicarious trauma with appropriate training • Explore the advantages and disadvantages of different approaches to supervision and support • Discover debriefing and mindfulness resources
15:15	Break
15:30	Action planning <ul style="list-style-type: none"> • Complete the risk matrix for your service • Create an action plan for your helpline using what you have learnt today
15:55	Review and evaluations
16:00	Close