

Vicarious trauma – having a healthy workplace

Course programme

10:30	Welcome and introductions
10:45	Understanding Vicarious Trauma <ul style="list-style-type: none"> • Exploring the term of vicarious trauma and what it means for helpline services • Discuss current helpline trends in call complexity and volume - how does that contribute to developing vicarious trauma?
11:00	Key risk factors for Vicarious Trauma <ul style="list-style-type: none"> • Using well-being measurement tools for early identification of vicarious trauma – completing a ProQOL self-assessment tool • Understand key risk factors that puts workers most at risk of vicarious trauma
12:00	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
12:45	Lunch
13:30	Understanding impact <ul style="list-style-type: none"> • Explore how vicarious trauma impacts helpline workers • The role of empathy and compassion and how it impacts on helpline work • Common signs and symptoms of vicarious trauma • Identify how to tell if someone is suffering burnout
14:30	Break
14:45	Training, supervision and support <ul style="list-style-type: none"> • Explore the motivation for working on a helpline and how this may affect the risk of experiencing vicarious trauma • Identify how to reduce the risk of vicarious trauma with appropriate support mechanisms and training
15:15	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
15:45	Review and evaluations
16:00	Close