



Critical Incident/Intervention Program

Corporate Training Initiatives

The Critical Incident/Intervention Management (CIIM) team has developed a number of professional development workshops and templated sessions to meet our clients' needs in this area. The following information provides an introduction to some of the highlighted sessions that we currently offer.

Crisis Intervention Skill Development Course

This course provides a solid understanding of crisis and trauma management to both employees and managers. The following topics are covered in this module:

- Examples of individuals varied reactions to a critical incident or traumatic event and effective response in these circumstances
- Assessment and intervention strategies to be utilized with individuals "in crisis" and discussion about the "myths" regarding people suffering from post traumatic stress
- Effective coping mechanisms for self-care after crisis situation

Introductory Critical Incident Intervention Course

This course focuses on implementing appropriate intervention strategies following a critical incident. Information provided on the various phases of emotional recovery that individuals may experience and their "normal reactions to abnormal situations". Also reviewed are effective coping techniques. The theory and practice behind Critical Incident Stress Debriefing and Defusing strategies are discussed and explored through interaction among participants and through role-playing exercises.

Advanced Critical Incident Intervention Course

The Advanced Course provides more in-depth training and experience in handling critical incident stress situations. Utilizing additional expertise, the course focuses on providing a deeper understanding of Critical Incident Stress Intervention concepts and how potential barriers to effective debriefing can be avoided.

Topics include:

- The role of leader and co-leader in a debriefing session
- Patterns of trauma resolution in individuals, and
- Appropriately handling difficult participants

More intensive demonstrations, visual media and role-playing exercises effectively communicate the concepts presented.

Violence in the Workplace Session

This session focuses on proactive initiatives that can be used by employees and manager to reassert a sense of normalcy following a major conflict or incident at work involving actual or threatened violence. Brady and Associates team members illustrate appropriate steps that should be taken in the aftermath of a violent act (i.e. bank robbery, employee-supervisor confrontation, etc.) case examples emphasize successful steps that can be taken after such episodes, and how employees' reactions to these events can be redirected in a more positive fashion.

Strengthening Resilience Session

The goal of this two-day program is to facilitate stress management and increase an individuals' ability to withstand everyday pressures of work and home life through teaching strategies, attitudes, and methods to access inner strength and increase resilience.

Introduction to Terrorism Awareness Training

This one-day course is designed to provide you with a general introduction to the basic concepts for "first response awareness" at the scene of a potential terrorist incident. Participants will be trained to understand the psychological effects of terrorism and terrorist threats and the risks associated with these incidents. They will also be able to recognize the presence of criminal activity or terrorism in an emergency and to initiate an appropriate emergency response sequence by notifying the proper authorities.