

# “A 3-step process for supporting **healthcare staff** during the COVID-19 crisis” an e-learning course for team leaders

It's not unusual for health workers to experience intense pressure in their job and they generally develop high levels of resilience to manage this. However, the COVID-19 pandemic presents a unique and unprecedented challenge. The coming months will test resilience and as a team leader you will be an invaluable resource to your staff.

This short course was designed to help you support the emotional health of your team. When we are working under the highest possible demands, it can be all too easy to put our mental health at the bottom of the list. However, this is the time when it needs to be prioritised more than ever before.

The course will provide a **brief model for a support intervention** at the end of a difficult shift, with a clear rationale for why this is important, and **advice on helpful ways you can support staff**. As humans, we can often worry about doing the wrong thing and making people feel worse, so we'll also explain some of the **common pitfalls to avoid**. The course will conclude by setting out sources of additional support - both for you and for your team.

**Bite-size training in less than an hour**

**E-course available to watch at a time and place to suit you**

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The full range of KRTS International's trauma and crisis services can be found at [www.powertorecover.com](http://www.powertorecover.com) and [www.powertorespond.com](http://www.powertorespond.com)

# “Supporting **key workers** during the COVID-19 crisis” an e-learning course for team leaders

Key workers across many sectors are maintaining essential supplies and services but now, and for some months to come, their resilience will be tested. When we are working under the highest possible demands, it can be all too easy to put our mental health at the bottom of the list. However, this is the time when it needs to be prioritised more than ever before. As a team leader you will be an invaluable resource to your staff.

This short course was designed to help you support the emotional wellbeing of your team. The course will provide information on **the range of reactions** to a crisis and why COVID-19 presents additional **challenges for key workers**. It will teach you a **brief model for a support intervention** at the end of a particularly difficult shift or other **times when the emotional pressure is high**. It will explain why this support is important and give advice on helpful ways you can support staff. The course is not meant to turn you into a counsellor or replace expert guidance, but it will explain some of the common pitfalls to avoid. The course will conclude by setting out sources of additional support - both for you and for your team.

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# “Supporting **home workers** during the COVID-19 crisis” an e-learning course for team leaders

This course was designed by experts in crisis mental health to help you support the emotional wellbeing of your team. It can be all too easy to put mental health at the bottom of the list and just focus on the job. However, this is the time when it needs to be prioritised more than ever before.

The course will explain why the COVID-19 crisis is having such a big impact on home workers’ mental health and the diverse range of reactions that they may be having. It will raise awareness of **the signs of emotional distress** and the **helpful things team leaders can do** in response to this.

It will **provide 4 key steps for wellbeing check-ins with individuals or teams**. As humans, we often worry about doing the wrong thing and making people feel worse, so we’ll also explain some of the common pitfalls to avoid. We’ll talk about the 3 phases of an emotional crisis so that you can recognise where members of your team may be in this.

The course will recommend when you should access additional support - both for you and for your team.

**Bite-size training in less than an hour**

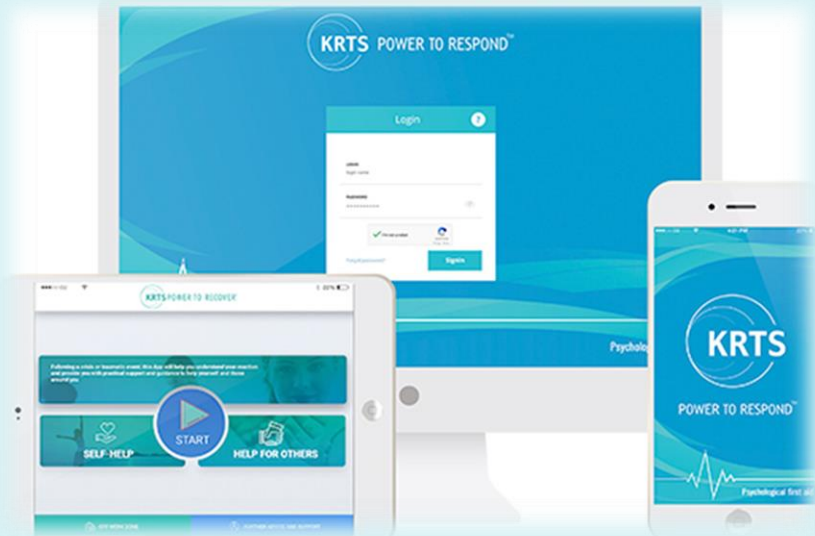
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“An incredible resource that finally gives employers AND employees the tools and resources they need to guide them through both the short and long-term recovery process following a traumatic event in the workplace ... an essential resource within any organization's crisis management toolkit” Suzanne Bernier, Author of Disaster Heroes



“The app is extremely useful. The sections help to break down what you are feeling into bite-sized pieces. Having it explained through the app also made it less intimidating and ensured me that going to seek professional help was ok, what was going through my mind was normal after what I went through.” J., survivor of the 2016 Pulse nightclub terror attack

# An award-winning, ground-breaking digital health App to support staff through a crisis or trauma

Regardless of whether the incident affects a **whole community** or **just one or two people**, whether it is a **workplace incident** or a **personal crisis**, the App has two main functions:

- **Psychological First Aid** - To support individuals **immediately** after an incident by helping them to understand their reactions, offering strategies and, if necessary, signposting them to further support
- **Psychosocial Support** - To offer information for helpers, friends, colleagues, managers or family members, providing information on what to do and, just as importantly, what not to do to support those affected.

86.67% NHS staff would recommend it to their colleagues



The app meets the standards set out in the ISO 22330: Guidelines for People Aspects of Business Continuity, and those of the World Health Organisation, International Critical Incident Stress Foundation, European Network for Traumatic Stress and the British Psychological Society amongst others for post-trauma care.

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