



Managing traumatic incidents

Combining the expertise of
Victim Support, the national charity
for people affected by crime, and
Maybo, the UK's leading conflict
management consultant





Protecting and supporting employees and service users

Exposure to traumatic incidents can have a devastating impact on the individuals involved and for the employer organisation. Traumatic incidents can range from an accident or suicide, to an assault, robbery or terrorist act. Of these risks the one that affects most individuals is work-related violence, in the form of abuse, threats and physical assault.

There are compelling personal and business reasons for well-prepared and executed post-incident management.

In addition to physical injuries individual employees may suffer:

- a complete loss of confidence
- stress related illness
- loss of job
- psychological injury

There is also a heavy cost on the organisation:

- high-risk jobs such as security, retail and social care often have high staff turnover of over 20%.
- in Britain more than 3 million working days are lost due to violent incidents at work every year
- stress and violence account for approximately 30% of the overall costs of ill-health and accidents
- stress and violence accounts for approximately 0.5 – 3.5% of GDP per year
- litigation is costly and stressful for all concerned



Stress and trauma following a violent incident can be reduced

Victim Support and Maybo® have shared their vast experience and knowledge of workplace violence and its effects. We have created a comprehensive programme for reducing workplace violence and supporting the victims of crime. It will help employers reduce risk and improve their response to traumatic incidents whether they are the result of violence or other events.

The manager's role is key

Organisations can and should reduce violence levels but it may not be possible to eradicate it. The ability of managers and team leaders is really tested in the aftermath of a violent incident and the quality of their response will be long remembered by staff. There is much for them to think about including:

- containment of the incident
- liaison with other agencies
- support for those involved
- protection of evidence
- reporting and investigation

Training line managers to prepare for foreseeable incidents provides them with valuable confidence and the understanding of their key role in the immediate aftermath and the longer term.

The way in which employers respond to traumatic incidents and support those involved can make a significant difference to recovery and performance. Where an employee is exposed to a hazard such as violence at work, there will be high expectations of the employers to support and rehabilitate their staff. Insensitive management in the aftermath of a situation is likely to compound the trauma.

Not everyone who is exposed to a traumatic situation or persistent abuse will experience trauma symptoms. However, research suggests that a significant group will not recover on their own and could benefit from some kind of support.

‘The course alerted managers to how insensitive management of people after a violent incident can exacerbate trauma symptoms and impede recovery.’

Comment from large retailer

‘The course was really well-received. The risk managers left with new ideas for providing safer environments and improved incident support techniques.’

Feedback from client

Equipping managers with post-incident skills

Team leaders and managers are the key link in facilitating support to those affected by a traumatic incident. Victim Support and Maybo's post incident programme provides line managers with the key tools and skills to balance the requirements of the individual and their organisation. Managers will become better equipped to recognise and respond to the needs of the individual(s) affected and to sensitively implement their employers' policies.

Our pragmatic approach is based on sound management and leadership skills and does not involve use of controversial 'debriefing models'. Importantly the training also helps managers recognise the limitations of their non-therapeutic role.

Core course content

Our training programmes are tailored to your organisational needs and policies and help participants:

- understand the roles and responsibilities of individuals, managers and the organisation
- understand the different reactions and stages that an individual may go through following an incident
- identify others, in addition to the victim, who may be affected
- understand factors affecting recovery
- be able to respond to the range of reactions staff might experience
- be able to support a victim through active listening, empathy and sensitivity
- proactively manage absence
- choose appropriate specialist help if needed
- understand the organisational and legal reporting processes, and the Criminal Justice Process
- be able to review and learn from the incident so as to contribute to long term solutions to prevent problems re-occurring.

Benefits

- Create safer, fear-free workplaces for your employees and service users
- Reduce exposure to risk and therefore the number of victims in the workplace
- Develop the soft skills of managers
- Reduce the personal and business cost of violence
- Better protect the organisation from criticism and claims
- Put in place robust, workable policies and procedures

The test of leadership:

Demonstrate you care when it really matters and it will always be remembered

Prevention better than cure

Violence is a complex risk to manage, requiring a range of control measures that address root causes of conflict and employee skills. There are three levels of control:

Primary: Proactive measures to reduce conflict and risk

We can help you to review the risks and identify ways in which conflict and vulnerability can be reduced. This can include advice on policy, procedures and control measures.

Secondary: Interpersonal skills in defusing conflict that occurs

We can help you to identify specific training needs and assist with design and delivery through blended learning approaches.

'...we just didn't understand how to help our staff cope with the effect of these incidents.'

Licensed Retail Client

'...this is something that should be made available for anyone whose employers face the risk of violence.'

Rail Transport Client



‘The course was really well-received. The risk managers left with new ideas for providing safer environments and improved incident support techniques.’

Spirit Group

Tertiary: Emergency procedures and interventions, post-incident support

We can provide additional training for higher-risk roles in areas such as physical intervention and equip organisations and their line managers to manage incidents professionally and sensitively.

Consultancy

We can help organisations:

- Identify and address key risks
- Review and refine guidance and procedures on incident and post incident management
- Establish an effective response and support measures for dealing with a range of potentially traumatic incidents

To find the conflict solutions that will make your work safer
phone Maybo on **01580 881346**
email **info@maybo.com**

For further information on the issues of workplace violence and the news in this area visit **www.maybo.com**

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