



Critical Incident Management – preparing for, & dealing with, disturbing life events

Skills and interventions to build resilience and manage responses to traumatic events.

Critical incidents involving workers in health care settings have been associated with post-traumatic stress disorder (PTSD).^{4,6,7,9} PTSD was first included in the Diagnostic Statistical Manual Mental Disorders-III in 1980, and describes the physical, emotional and behavioural changes associated with exposure to traumatic events. It was originally formulated in response to the experience of people who were involved in traumatic incidents in the theatre of war and designed to define their condition and develop optimal treatment modalities. As the definition of trauma acknowledges that life-threatening events occur in everyday life, both in private and work settings, employers and organisations have attempted to create structures and procedures to prevent the development of PTSD and recognise and appropriately treat those who develop this condition.

One of the original attempts to prevent PTSD was to provide psychological services to individuals as soon as possible after the critical incident. Some forms of critical incident debriefing have since been found to be either unhelpful or detrimental.⁸ There has also been recognition that although exposure to traumatic events is common, most people do not go on to develop PTSD. ^{1,3,5,7} This workshop will focus on the research relating to the impact of workplace trauma on people working in high-risk areas, what helps and what hinders post-traumatic growth, and explore two effective frameworks which have been demonstrated to prevent PTSD and enhance engagement.^{2,4,6,10,11} We will also highlight evidence-based treatments for those who do develop PTSD.^{8,12}

Individual and organizational interventions will be discussed, and practical exercises used to demonstrate these interventions, using examples from the presenter's practice and some of participants' own experience where relevant. Participants will be involved in skills practice and provided with online resources for further study.

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12. Australian Guidelines for the Treatment of Acute Stress Disorder and Posttraumatic Stress Disorder: www.phoenixaustralia.org/resources/ptsd-guidelines/. Psychological interventions for adults

Learning objectives of this training:

1. Demonstrate knowledge of the common reactions to traumatic events, and the incidence of PTSD.
2. Implement psychological first aid.
3. Identify resources and create a personal resilience plan.
4. Identify evidence-based workplace interventions that help rather than hinder post-traumatic growth.
5. Recognise signs and symptoms in self and colleagues and if suggesting referral for treatment of PTSD is appropriate.



Dr Monica Moore is a GP with a full-time psychotherapy practice in Sutherland, who understands the pressures of working in physical health settings. She is in the unique position of being able to combine over 20 years of experience in general practice with expertise in a range of counselling modalities, and has been involved in training GPs and other health clinicians since 2000, helping them to integrate practical psychological strategies into their work. Monica has a special interest in personality disorders and the practical implications for clinicians in managing challenging behaviours, as well as the ways clinicians can improve work satisfaction and patient outcomes, and prevent burnout.

Monica graduated in 1983 and undertook initial training in Cognitive Behaviour Therapy and Motivational Interviewing in 1996. As well as further training in CBT and ACT, she has completed the Advanced Certificate of Interpersonal Therapy, the Diploma of Clinical Hypnosis, the Certificate of Emotionally Focused Therapy, and EMDR practitioner training.

Monica has been the coordinator for the Sutherland Mental Health Practitioners Network since its inception in 2009, and has been involved in a training capacity with the RACGP; GP Synergy; CESPNN; Australian Society for Psychological Medicine, Australian Society of Hypnosis; Black Dog Institute; General Practice Conference, Exhibition and Medical Education; NSW Institute of Psychiatry; Rural Doctors Association; Sphere, and the Sutherland Division of General Practice.

This training may qualify for Focused Psychological Strategies (FPS) CPD. Please refer to the Dept. of Health <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-ba-focus#cpd> for more information.

View our range of training topics at www.PDPseminars.com.au to choose from our in-house listings or have one of our calendar events conveniently delivered at your workplace.

Our continuing professional development events meet the quality standard recognised by relevant professional associations including psychology, social work, occupational therapy, mental health nursing, community work, counselling, psychotherapy and more.

We recommend checking with your association for the correct calculation of points.

A certificate of attendance for **3 or 6** hours of face-to-face training is issued for all participants.

Morning Session What is the brain doing? Healthy and unhealthy responses to adversity.
What is resilience?
Building resilience – the evidence, exercises

Afternoon Session Organizational responses which foster post-traumatic growth.
Psychological first aid.
Creating a personal plan for managing stress and trauma.
Evaluation and closing.

“The management of critical incidents in the workplace involves more than just debriefing; this workshop highlights the evidence-based approaches which contribute to post-traumatic growth.”

Dr Monica Moore

How will you benefit from attending this training?

- Understand the effects of traumatic events on the mind and body.
- Learn what helps and what hinders post-traumatic growth.
- Develop skills and interventions to build resilience and manage responses to traumatic events.

Booking process:

1. Request a quotation.
2. Agree upon a delivery date.
3. Arrange the 50% booking deposit.
4. Finalise balance of booking fee one month prior to the training.

We include:

- Presenter travel and accommodation costs.
- Soft copy of resources.
- Individual attendance certificates for all participants.

Contact our in-house program director 1300 887 622 or info@PDPseminars.com.au for information, quotation or to have a helpful chat about the needs of your team.

This seminar has been designed to extend the knowledge of health clinicians such as GPs and other medical practitioners, psychologists and allied health staff working in the physical health sector. No prior knowledge of Attachment theory or trauma is required, although those who are familiar with the concepts will benefit as this is a practical workshop.

Feedback from Monica’s recent presentations for PDP:

“Thank you once again – just so very helpful.”

“Thank you Monica! A lovely presentation with great, honest examples.”

“The PD was presented by a dynamic and engaging professional who was current in the industry. My colleagues and I gained so much from this and previous sessions with Dr Moore – she’s wonderful! Thank you!”

“This training was excellent in both content and presentation. The practical skills exercise is very useful for being able to develop your thinking in the patient role.”

“A very useful, concise session to stimulate and give techniques to change practice.”