WORKPLACE TRAUMA, GRIEF AND CRISIS COUNSELLING COURSE

Introduction

This comprehensive course equips participants with practical skills and strategies for managing workplace trauma, supporting grieving employees, responding to organizational crises, and fostering emotionally supportive work environments. Modern workplaces are increasingly exposed to traumatic events, crises, and emotionally distressing situations that significantly affect employees, teams, and organizational performance. Workplace accidents, sudden deaths, violence, organizational restructuring, disasters, pandemics, economic uncertainty, harassment, burnout, and other critical incidents can lead to emotional distress, grief, anxiety, trauma, and reduced productivity among employees. Organizations therefore require leaders, managers, and support professionals who are equipped with the knowledge and skills to respond effectively to workplace trauma, provide emotional support, and promote organizational resilience. The programme explores the psychological, emotional, and behavioural effects of trauma and grief within workplace settings and examines the role of organizations in promoting healing, recovery, and resilience. Participants will gain practical competencies in psychological first aid, grief counselling techniques, crisis communication, trauma-informed leadership, emotional support systems, and organizational recovery planning.

Course Objectives

- Understand the nature, causes, and effects of workplace trauma and grief.
- Identify signs and symptoms of emotional distress, trauma, and bereavement among employees.
- Apply psychological first aid principles during workplace crises and emergencies.
- Use effective grief counselling and emotional support techniques in workplace settings.
- Develop crisis communication strategies for managing traumatic organizational events.

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- Support employee recovery, resilience, and emotional wellbeing following traumatic experiences.
- Promote psychologically safe and supportive workplace environments.
- Develop organizational crisis response and trauma support systems.
- Strengthen leadership capacity in trauma-informed management and employee support.
- Design organizational resilience and recovery plans for managing future crises and emergencies.

Course Modules

> Module 1: Understanding Workplace Trauma

- Introduction to workplace trauma and critical incidents
- Types and causes of workplace trauma
- Psychological and emotional impact of trauma
- Workplace stress, burnout, and traumatic experiences
- Trauma reactions and behavioural responses
- Identifying signs of emotional distress in employees

> Module 2: Grief and Bereavement Counselling Techniques

- Understanding grief and bereavement processes
- Emotional and psychological responses to loss
- Stages and models of grief
- Workplace impacts of grief and loss
- Counselling techniques for grieving employees
- Supporting employees after sudden loss or tragedy
- Cultural and spiritual considerations in grief support

> Module 3: Psychological First Aid

- Principles of psychological first aid
- Immediate emotional support during crises
- Active listening and supportive communication
- Stabilizing distressed individuals
- Managing panic, fear, and emotional reactions
- Psychological safety during emergencies
- Referral pathways and specialized mental health support
- Ethical considerations in psychological first aid

> Module 4: Crisis Communication Strategies
- Principles of crisis communication
- Communicating during traumatic events and emergencies
- Managing uncertainty and misinformation
- Delivering sensitive information compassionately
- Leadership communication during crises
- Media and stakeholder communication management
- Internal communication and employee reassurance
- Post-crisis communication and organizational recovery

> Module 5: Trauma Recovery and Employee Support
- Understanding trauma recovery processes
- Building emotional resilience after crises
- Employee support and wellness programmes
- Coping strategies for stress and trauma
- Peer support systems in organizations
- Reintegration and return-to-work support
- Long-term psychosocial support strategies
- Monitoring employee wellbeing after traumatic incidents

> Module 6: Organizational Crisis Management and Preparedness
- Workplace crisis management frameworks
- Developing organizational crisis response plans
- Emergency preparedness and response coordination
- Business continuity and operational resilience
- Roles and responsibilities during workplace crises
- Crisis leadership and decision-making
- Coordination with emergency and support services
- Lessons learned and post-crisis evaluations

> Module 7: Building Psychologically Safe Workplaces
- Understanding psychological safety in organizations
- Creating supportive and inclusive work environments
- Preventing workplace bullying, harassment, and violence
- Promoting trust and employee wellbeing
- Leadership practices that support emotional safety
- Encouraging open communication and help-seeking behaviour

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- Mental health awareness and stigma reduction
- Building compassionate workplace cultures

> Module 8: Managing Workplace Stress and Burnout

- Causes and effects of workplace stress and burnout
- Stress management techniques for employees and managers
- Workload management and work-life balance
- Emotional resilience and self-care strategies
- Burnout prevention and intervention approaches
- Supporting high-risk and vulnerable employees
- Mindfulness and coping strategies in the workplace
- Developing healthy workplace practices

> Module 9: Ethics, Confidentiality and Professional Boundaries

- Ethical principles in workplace counselling and support
- Confidentiality and privacy considerations
- Professional boundaries in employee support
- Informed consent and employee rights
- Managing sensitive information during crises
- Cultural sensitivity and diversity considerations
- Referral ethics and multidisciplinary collaboration
- Professional conduct in trauma and crisis response

> Module 10: Organizational Resilience Planning

- Understanding organizational resilience and recovery
- Developing resilient workplace systems and cultures
- Leadership roles in organizational resilience
- Employee wellbeing and resilience strategies
- Crisis recovery and organizational learning
- Integrating trauma support into organizational policies
- Continuous improvement in crisis preparedness
- Future trends in workplace trauma and resilience management