



onpoint
learning

**UNDERSTANDING
TRAUMA**

**TRAUMA-INFORMED
COMMUNICATION**

**VICARIOUS TRAUMA AND
COMPASSION FATIGUE**

TRAINING PROPOSAL

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ONLINE TRAINING OVERVIEW

Course 1: Understanding Trauma (1.5 Hours)

Focuses on understanding how trauma effects someone's mind and body, including how they perceive the world. There is a slight emphasis on children but the information is equally applicable to adults.

Course 2: Trauma-Informed Care and Communication (1.5 Hours)

Is aimed at frontline staff who want to learn how to better communicate with people who have experienced trauma.

Designed for non-clinical staff such as support workers, family practitioners, support coordinators, educators, customer service officers and non-profit volunteers, everyone can now understand how trauma effects someone, including how they think and see the world.

Applying the 5 key principles of trauma-informed care allows the staff member to better engage and therefore better support the client, by:

- *Understanding trauma and its impact*, so that you can recognise the effects in others and how it affects their perceptions and behaviour
- *Promoting safety*, by creating a safe physical and emotional environment
- *Supporting their control, choice and autonomy*, by helping others regain control, giving them choice and enabling them to make decisions
- *Sharing power*, where you promote joint decision-making and ensure the power dynamic is shared appropriately
- Believing that *recovery is possible*, for everyone regardless of their initial vulnerability

Course 3: Vicarious Trauma and Compassion Fatigue Course (2.5 Hours)

Is designed to help staff stay safer. Working around sad, distressing and traumatic events will inevitably take its toll. This course explores the common effects of Secondary Trauma:

- **Vicarious Trauma** (where a person's view of the world gradually changes because all they see is trauma in their daily work)
- **Compassion Fatigue** (where a person becomes numb to other's trauma and is less sympathetic and caring as a result)
- **Burnout** (a general feeling of being overwhelmed at work)
- **Moral Distress** (being alarmed at the policies or procedures which you don't think do enough to help)

WORKBOOK AND RESOURCES

Each course has a **downloadable workbook** which includes the key learning points for each section, plus space to make notes throughout the course.

Exercises and workbook questions encourage learners to consider how the concepts and principles from the training can be applied to their specific situation.

This helps everyone to finish the course with an Action Plan of how to apply the techniques in their own roles.

There are a range of downloadable factsheets, guides and trauma insights throughout the course.



ACTION PLANS AND GUIDANCE NOTES

Within the workbooks there are Action Plan sections, which help learners apply the tools, concepts and strategies, asking what they could do differently, how they'd approach situations in future and put themselves in the shoes of the people they are helping.

The Action Plan provides a document each person can implement after training, acting as a reference guide that can even be used as part of their personal development planning in future.

Our training resources also include **Guidance Notes** that suggest the main issues, concepts and important aspects learners should consider for each question within their personalised Action Plan.

COST PROPOSAL



Online Training - 3 Course Bundle - Group Discount

- **3 Course Bundle = \$99 per learner (20% discount, normally \$125 pp)**
 - Understanding Trauma
 - Trauma-Informed Care
 - Vicarious Trauma and Compassion Fatigue

Optional Extra - A Group Discussion with our Trainer

For an additional \$175 per session, we can host a 1 hour Zoom group discussion led by our trainer.

Each session is for general Q&A and an opportunity to discuss work-related scenarios raised by staff **after** completing the online courses.

Each group is set to a maximum 15 people.

To maximise the benefit of the session to participants, we will seek questions/scenarios beforehand to fully prepare for each group session.

ORGANISING ONLINE TRAINING - NEXT STEPS

Step 1: Consider The Proposal

We've tried to provide enough information to make your decision easier, but if you'd like any more detail or have questions, please just let us know and we'll be happy to help.

Step 2: Decide If You'd Like to Include the Online Group Discussion Session(s)

It's \$175 for a 1 hour group session (max 15 people), which can always be added/invoiced later, so there's no pressure at this stage if you're not sure whether or not to include this option.

Step 3: Confirm You'd Like to Proceed and Request an Invoice

If you'd like to proceed with the training, simply let us know and we'll send you an invoice which can be sent to your finance team.

Step 4: Send Us The Participant's Details

You can send us the participant list before the payment is made as this gives us time to set-up all the learner accounts and avoids any extra delays.

For each person joining the training, we need:

- First name
- Surname
- Email address (a corporate email address is most common, but personal ones are fine too)

Step 5: Decide How You'd Like Learners Notified

We can send you the template welcome email to distribute (so you can add key messages yourself);

Or

We can send the welcome emails to each person individually to make things easier for you.

Step 6: Enjoy supporting your team to become better informed about trauma and how they can apply the principles covered in our courses in their everyday work.