



Our courses are designed for first responders, officers of the law, frontline staff and for people working in high stress and performance driven work environments.

ESSENTIAL SKILLS TRAINING

TRAUMA, STRESS MANAGEMENT and NEGATIVE RESILIENCE

First responders occupy highly responsible positions in conditions that are extremely demanding and stressful. Operating in these environments can take a toll on their psychological and physical health. In this regard, empathy can have side effects leaving humanitarian workers vulnerable to burnout or traumatization.



Over time, exposure to such **stress** and trauma can take a toll on the mental and physical **health** of these staff members. In some cases, **post-traumatic stress disorder (PTSD)** results, with symptoms such as flashbacks, nightmares, and recurring thoughts, emotional numbness, extreme worry, guilt, anger, hopelessness, numbness, sleep issues, problems with addictions. Members will tend to start avoiding people, places or things that are reminders of the trauma.

Often there is very little support for these members or they do not find it easy to seek help (where support is available). There are many reasons for this, including:

- They operate in a culture that seeks to uphold an image of being strong and coping.
- Admitting that something is wrong might influence promotions or promote no confidence in their ability to do the job.
- There is a stigma surrounding mental health issues and a fear of discrimination.
- The member does not want to feel like the weak link in a system where resilience is required.

Ignoring trauma can not only result in low job productivity, but can also cause burnout, result in negative coping mechanisms and eventually in the loss of highly qualified staff members who leave the service.

It is important the members are made aware of the fact that trauma is a normal response to an abnormal situation. It is an injury to the brain rather than an illness. Stress that are not managed will result in the escalation of trauma. If this is left unaddressed, it can lead to illnesses like depression and anxiety. Although we are all wired differently in terms of how trauma affects us, each of us can build resilience to it.

Facing your fears, identifying trauma, dealing with stress and focussing on positive resilience will equip staff to be able to effectively operate in high stress environments and help them to deal with the after effects of trauma.

These three training modules have been specifically developed by trainers who have been exposed to high stress environments.

Each of the modules has a specific focus—emotion, physical and mental—that will together ensure a holistic and universal approach to the management of trauma, stress and PTSD.

COURSE 1

TRAUMA ,

STRESS MANAGEMENT and

NEGATIVE RESILIENCE



MODULE 1a

UNDERSTANDING AND WORKING WITH NEGATIVE RESILIENCE BY PROMOTING POSITIVE RESILIENCE

- New ways of understanding the impact of stress and traumatic stress
- Negative and positive coping
- Coping with PTSD
- Focus on an understanding of Negative Resilience
- Twin Peaks theory
- How to get the most out of the research on traumatic
- Stress and negative resilience

MODULE 1b

TRAUMA MANAGEMENT

A training session developed by Monique Strydom based on her experiences as a hostage survivor.

This is a practical step-by-step 3 and a half hour session with real-life examples focussing on the following:

- Trauma response
- Fear exposure
- Managing of fear and trauma
- Basic grounding tools
- Coping mechanisms
- Dealing with the aftermath of trauma
- The way forward after a traumatic event

MODULE 1c

STRESS MANAGEMENT

A training session to equip candidates with skill to manage and control stress effectively, thereby promoting self-esteem, job effectiveness and good interpersonal relationship. Using international recognised principals and methods.

This is a practical step-by-step 3 and a half hour session focussing on:

- Defining stress
- Causes of stress
- Manifestation of stress
- Stress management techniques
- Measuring person stress management by using the EmWave method.



CHANGE YOUR PERCEPTION



GROW YOUR LIFE!

Self-awareness is a critical component in many collective human endeavours, including in humanitarian responses to disasters and trauma. Every effort should be made to value this quality and developed innovative ways to strengthen it.

Self-awareness is the ability of an individual to understand and interpret his/her own feelings through internal reflection. Self-awareness is an important asset for those involved in responding to emergency situations. Heightened individual self-awareness can contribute to the overall collective response effort. First line staff or first responders team members should ideally be self-confident individuals, reflective of their own emotional self-awareness and ability to control their emotions.

Empathy is viewed as a valuable competency in that the willingness to take another's perspective helps form

constructive interpersonal relations. Decisions regarding disaster almost invariably require judgments made on others' behalf—determinations as to what their needs are, what risks they confront, and what methods will best mitigate their suffering. Therefore, the capacity of those engaged in responding to traumatic events to understand and incorporate the perspective of actual or potential victims into their efforts, is essential.

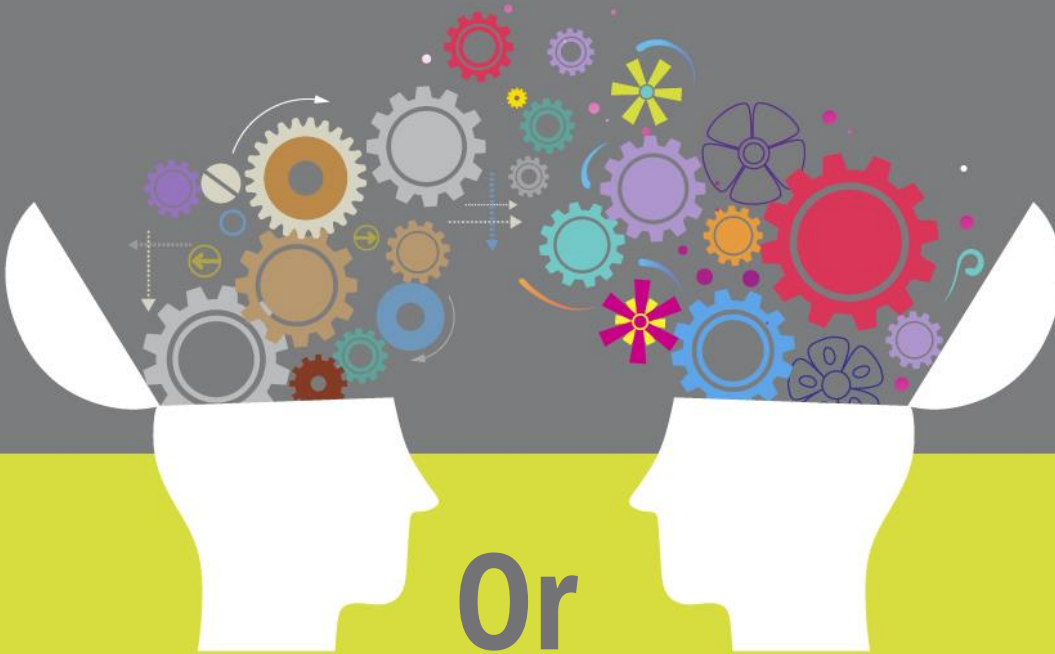
A recent study showed that women are more empathic and open to others (as a means of coping) than men, who tend to become more self-centred (in order to conserve mental resources). Indeed, numerous studies have shown women generally to be superior to their male counterparts, not just in terms of empathy, but in emotional intelligence more broadly.

Perception is a mental processes that we use to form impressions of other people, place, situations etc.. This includes not just how we form these impressions, but

the different conclusions we make about other the above and eventually determine our responses. If we do not have a clear understanding of who we are and what the influencers on our perceptions and our responses are; it can lead to biased or stereotyped perceptions and responses which if incorrect, in an emergency response situation, can result in a negative outcome. For example—a police officer shooting the wrong person because he perceive him guilty based on the way he moved, dressed and responded.

In these two modules, staff are taken on a journey to discovery of self-awareness. The first module, PERCEPTION, is a basic self discovery where staff has to investigate their motives, influences and are being made aware of different perceptions. In the second module, CLIENT SERVICE AND VICTIM EXPECTATION, staff will be taught to develop emotional intelligence, to have greater empathy with victims and offer professional client service.

FACT



Or

FICTION

MODULE 2a

PERCEPTIONS

WHO AM I?

DISCOVERING ME, MYSELF, I

- Who are you? Influences on your life?
- What emotions drive you?
- How does life experiences affect your decision making and responses to clients

ART OF PERCEPTION

- Discovering different points of view.
- Changing your perceptions changing your views (and the way you look at things).
- Becoming aware and responding to that awareness.
- Reading the client and impact of your responses.

ROLE PLAY

- Managing responses to events and people for greater impact.
- Developing your ventral vagal state to better assist clients.
- Changing roles (insight into the psyche of the victim).
- Creative problem solving - thinking out of the box in stress situations.
- Understanding body language, tone of voice and cues from others.

A creative thought provoking session challenging front line staff to investigate their own objectivity and factors that can



SERVICE



With
EMPATHY

MODULE 2b

CLIENT SERVICE AND VICTIM EXPECTATION

EMOTIONAL INTELLIGENCE

- Five dimensions of emotional intelligence (including assessment)
- Emotional intelligence in service delivery

CLIENT SERVICE

- Identifying apathetic attitudes and responses to it
- Client service quality dimensions
- Profile of clients
- Customer care

VICTIM EXPECTATION

- Client expectation vs service delivery
- Seven critical needs of the victim (IACP)
- Meeting victim expectations
- Measuring own interpretation of victim expectation

“Reasons for the inadequate service delivery range from police members apathetic attitude to a lack of training and skills”

- John Modise (Nelson Mandela University 2020)

INTRODUCING YOUR TRAINERS

As facilitator, she has the ability to keep the interest of the participants and to motivate and challenge them to take responsibility for the own growth and development.



Leonore Louw

Leonore is the Managing Director of Maselouw and an experienced Learning and Development Innovations Manager with 20 years' experience in the field. As Manager: Training and Development in the Agricultural Research Council, she was responsible for the designing and development of tailor-made learning material according to the business needs of units.

She conducts train-the trainer programmes as well as facilitates "Soft Skills" learning modules such as Mentoring Orientation, Emotional Intelligence, Team Dynamics, Stress Management, Time

Management, Innovation, Creativity and Motivation.

She is a qualified Brain Profile practitioner and uses this as part of helping people to know themselves better and assist managers in managing their people effectively. She is also a qualified Assessor and her logical and systematic approach to her work, assist her to ensure excellent results.

She was responsible for the design, development, implementation, managing and monitoring of the "Flag Ship" learning programme of the ARC with 100 Mentors and 100 Mentees participating in the programme. This programme was awarded the "Best programme for the Development of the Youth in Agriculture." All the participants were highly qualified with either MSc or Phd degrees.

She was responsible for the learning and development interventions for 2500 employees and did the design, development, programme planning, programme management, liaison, stakeholder engagement and training implementation.

She has a proven track record due to her passion for growing and developing people. She has excellent communication and planning skills and is results driven.



INTRODUCING YOUR TRAINERS

"We commend Monique for the courage she displayed under the most testing circumstances and wish her to know how proud she made all of us as South Africans for the manner in which she conducted herself."

NELSON MANDELA



Monique Strydom

Monique Strydom is a well-known philanthropist and public speaker. After many years on the stage and in television production she became the owner of Monique Strydom Public Relations and The Worx and her clients included Pretoria Child Welfare, Multichoice, Protea Hotels, Unilever, Toyota Malawi and Air Malawi. In 2000 she founded Workhouse Communications who has been responsible for the development and management of various brands like Matla A Bana and Double Up South Africa.

Monique Strydom is also known as one of the 21 hostages who was held hostage by Abu Sayyaf rebels for 127 days in the jungle on the Philippine island of Jolo in 2000. On her return Monique decided to dedicate her life to the people of South Africa, to thank South Africans for their support and love and as a way of returning this kindness. She founded Matla A Bana - A Voice against child abuse.

Her endeavours included hosting her own TV shows - Footprints and Monique on DSTV. She also shared her love for travel on the Radio Tygerberg radio travel show Tasse en Matrasse.

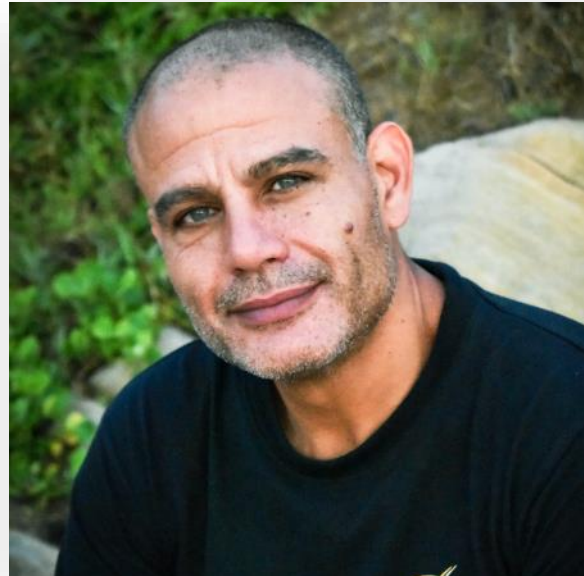
Monique is the recipient of numerous awards including the prestigious Newsmaker of the Year Award, The White Ribbon Award, the Rotary International Paul Harris Award and the Lions Hero of the Year award for her charity work.

Various of her written work has been published in South African magazines and her latest book "Vrygekoop" is a best seller.

She is a popular motivational speaker and has reached thousands with her messages on surviving against all odds, positive attitude and thinking out of the box. Her life lesson has been shared in media which includes the Oprah Magazine, National Discovery and BBC.

She holds a National Diploma in Performing Arts (Pretoria University of Technology) and is currently busy qualifying as a Trauma and Tension Releasing Exercises Practitioner.

INTRODUCING YOUR TRAINERS



Mike Sears

Mike's interest in security and protection began in early childhood when he started Martial Arts at the age of 7 progressing through Judo, Aikido, Amateur Boxing and Tae Kwon Do. He went on to become a 3-time SA Champion and the No. 2 Heavy Weight contender after competing at the World Championships.

He went on to qualify as a Combat Firearms Instructor and achieved an expert rating from the NRA in 1996. He also received certification in Close Protection, Loss Prevention, Close Quarter Battle and Tactical Weapons training.

He has worked in all aspects of the Security Industry. "I never turned down work and this allowed exposure to all aspects of Security as a profession; Bouncing, Debt Collection, Cash in Transit, Close Protection, Surveillance and eventually to Corporate Security Management for global companies like Avon and Johnson Controls."

He continued his studies and received his National Diploma in Security Management and BA in Psychology with distinction.

In 2007 Mike founded 7Arrows Security (based on creating Individual / Community Centred Security) with 18 employees and eventually sold the company 9 years later at over 1,200 employees and an annual turnover of 90 Million per annum.

During this time, he took on a number of security solutions and worked in areas of Africa, Europe and the Middle East.

Mike has been training Corporate employees, school children and community members in a unique principal based Personal Security System that has since been presented in the US, Portugal, Hungary and all over South Africa for the last 10 years. During this time he qualified as a Facilitator for Psych Action and began presenting Trauma Resilience courses under the supervision of Dr Merle Friedman.

Mike now runs Persec Protection Services, a medium sized security company that specializes in unique corporate, industrial and private security solutions.



SATISFIED CLIENTS



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"Thank you for giving me self-worth."

"It is good to evaluate oneself and realise your value in life."

"This course was excellent."

"This course assisted me to look at myself and how I respond to life with new eyes."

"The course will definitely help me to assist my clients much better. I now understand why I must be more objective."

"This course should be presented to all SAPS members with high stress levels."

"All facilitators are very knowledgeable in their topics."

"You were absolutely amazing. I now know that I have not been dealing with trauma very well."

