



OUR TRAINING

Our CPD-accredited courses, endorsed by Skills for Care, are delivered by experienced facilitators. They are interactive and the content and activities are tailored specifically to the needs of each organisation. We ensure that we create an atmosphere where participants feel safe and supported so they can fully engage. Included in the cost for the training are all pre and post-course reporting, workbooks, and access to additional resources.

IN-PERSON TRAINING – MAX 20 participants

The training is taught by our experienced facilitators either at the organisation's place of work if a suitable training venue is available or at a nearby training facility. We can assist in sourcing a suitable venue.

LIVE WEBINARS - MAX 10 participants

The training is taught live by an experienced facilitator via Webex. Invites, instructions and all course materials are delivered before the training day.

DELIVERY

The course has the most impact when delivered over 6 hours to allow time for participants to share experiences and fully engage in all activities. The timing can be flexible to work with operational needs and as the course is very interactive the ideal is for the room to be set up with participants in small groups around tables.

We normally run the course from 09:30 – 15:30 with a 30 min lunch break and short breaks morning and afternoon. We require a screen and flipchart if available and bring all other learning materials and handouts.

We can split the training day into two 3-hour sessions if this works better for the organisation and we also offer a three-hour CPD-accredited version of the training. The three-hour version contains the content described above but is less interactive.



TRAINING COURSES

RECOGNISING AND RESPONDING TO COMPASSION/EMOTIONAL FATIGUE

The objective of this course is to define the causes, risk factors, signs, symptoms, and effects of Compassion/Emotional Fatigue. Explore the concept of emotional resilience and how it is influenced by attitudes to self-care and Identify how diet, exercise, sleep and relaxation affect emotional well-being.

Participants will leave with practical and sustainable tools to foster and strengthen emotional resilience. Following the training, everyone will be sent a free self-care gift.

RRCF - MANAGERS TRAINING

This additional 3-hour module is designed to allow managers who have participated in the full day's course to explore additional strategies that can be implemented within the team to foster and strengthen emotional resilience and encourage self-care. We encourage participants to reflect on ways to provide practical and emotional support to their teams and share ideas with them that have been successful in other similar organisations.

REFLECTING AND RESPONDING TO COMPASSION/EMOTIONAL FATIGUE

We also offer an additional full day's training aimed at staff who have participated in the first course. This is designed to enable participants to recap the themes of the original course, take time to reflect on the impact of Compassion/Emotional Fatigue in their personal and professional lives, and explore further strategies and tools to strengthen and maintain emotional well-being.

RRCF - REFRESHER TRAINING

We encourage organisations to offer annual refresher training for all staff who come on the training days because we have seen that this is vital to sustaining emotional resilience.

These can be bespoke and delivered online or in person and are normally run as half days.

The content includes a recap of the impact of Compassion/Emotional Fatigue and additional tools and self-care strategies.

FIRST AID FOR MENTAL HEALTH

This one-day course is accredited through NUCO Training and can be delivered in person or virtually, it aims to teach individuals how to identify, understand and help someone who may be experiencing a mental health problem.



OUTCOMES

Frontline Staff – Benefits

Following our training participants have reported that the knowledge that what they were experiencing were the symptoms of Compassion/Emotional Fatigue and why they were occurring has enabled them to understand why they need to prioritize self-care. The tools and strategies we taught them they have found easy to use and incorporate into their home and work life, so they have been able to strengthen and maintain their emotional resilience. In addition, they have felt able to 'give themselves permission' to not only accept that they are emotionally affected by their work but also to care for themselves in the same way as they care for those in their care.

Managers - Benefits

Managers have reported that after the training they are more aware of the emotional impact of Compassion/Emotional Fatigue on their work and their ability to manage and have felt empowered to make changes within the workplace to further support the emotional health and safety of their teams. They have also used the feedback to change or improve the well-being support they provide and have found that staff are more willing to engage with initiatives.

Organisation - Benefits

We have seen significant reductions in absenteeism and staff turnover along with improvements in morale. This training has enabled organizations to incorporate Compassion/Emotional Fatigue awareness into their wellness programs and included it in their statutory and mandatory training and staff induction.

Evidence-Based Impact

Because of the continuous monitoring of the impact of our training, we can produce statistics that back up the anecdotal evidence we receive from the people who come on the courses.

We have seen up to a 60% drop in sickness rates following our training as staff take better care of themselves and each other and an average reduction in staff turnover of 70% as managers and staff come together to address the emotional issues they face with practical and sustainable measures.

98% of staff who attend the training report that the content helped them cope better with their work and one hundred per cent feel that this training should be offered to all staff.

We have several case studies available on our website that contain a complete breakdown of all of these statistics.

EVALUATION AND ASSESSMENT OF COURSES

We use pre- and post-course questionnaires to evaluate our training, the pre-course questionnaires are designed to ascertain to what level the staff are experiencing the symptoms of Compassion/Emotional Fatigue and the post-course questionnaire monitors the effectiveness and impact of the training.

Pre-Course

The results of the pre-course questionnaire are used by our trainers to further tailor the course to the organisation together with a meeting with the stakeholder.

Immediately Post-Course

The results of the pre-course questionnaire, together with a summary of the comments made by staff is shared with the stakeholder after the training together with the comments from the evaluation form, other relevant feedback from the training session and the CPD accredited course certificate.

Post-Course Self-Care Package

Three weeks following the training all participants are sent an email that reminds them of the self-care promises they made during the training, and it includes a link to a free self-care gift.

Three months post-Course

A second questionnaire is sent out to all participants. This aims to ascertain the effectiveness of the training and the results of this is shared with the stakeholder. We use this feedback to adjust the course content if necessary.

We offer every organisation the option to have another questionnaire sent out after a further 3 and 6 months and further training if required.

Post-Course Support

Every participant on the course has access to the members' area of our website for further information and support. They will also receive our quarterly newsletter which contains further tips and ideas for self-care.



FEEDBACK FROM PARTICIPANTS

Frontline Staff

"For me, the training day was a real thought provoker. It made me rethink the whole concept of taking some 'me' time; that it was a positive rather a selfish act and it's taken away some of the guilt I usually feel if others' needs are not met before my own" – Healthcare Assistant

"I am so glad we did this training before COVID as it helped us take much better care of ourselves and each other during this really difficult time." - Cancer Nurse Specialist NHS Trust

"I have to be honest I was sceptical about attending the course as I thought that I was going to be shown how to "suck eggs" like most training courses that we are asked to attend. How wrong was I, I have learnt so much about myself! I was getting concerned with my behaviours at home and how I was feeling physically, I recognised so many side effects of Compassion Fatigue in myself and know that I have to start looking after myself so that I can do my job effectively. We all know what we should do to look after ourselves and to maintain a healthy work/life balance, but what I didn't realise was that it was my job and my ability to want to help others so much that was making me feel so anxious and irritable. I seriously need to start looking after my own self-care and not just others."
– Junior Doctor

Managers

"Words could not describe how much my team have benefited from engaging in this training. Their feedback forms powerfully demonstrate this. The team have responded positively to the training. It has significantly improved relationships between staff; staff are functioning more effectively as a team. The training is helping staff to deal with the traumatic experiences they face on a daily basis."

"The training Jayne and her team delivered on Compassion Fatigue has transformed the way we work. Staff feel able to speak about their feelings, managers have the skills to support the staff effectively and I feel confident now that we are looking after the emotional health of our employees."

"I am firmly convinced that all organisations should consider investing in training to understand and support staff understand Compassion/Emotional Fatigue and its impact. For an organisation to understand how Compassion Fatigue affects their staff in both their work and home lives will be massively impactful for both staff and leaders as it enables them to feel more engaged and empowered as a result. Compassion Fatigue training is the perfect platform for organisations to start a bigger conversation about the health of their staff and the challenges they face in working within the industry. A healthy, happy workforce could be the result, promoting, not only improve trust and performance within an organisation but also allowing for to a more motivated, engaged and considerate team environment"