

Fisher & Associates Solutions

Organizational Health & Employee Wellness Specialists
Successfully Addressing Workplace Stress, Burnout & Trauma

Email: info@fisherandassociates.org
Website: www.fisherandassociates.org

Build Capacity

Promote Resiliency

Increase Coping Skills

TRAIN-THE-TRAINERS PROTOCOL: For the When Working Hurts™ Workplace Wellness Program

A 5-DAY TRAINING AND CERTIFICATION PROVIDED BY FISHER & ASSOCIATES SOLUTIONS

Developed by: Jane Katz, M.A., RCC, CHRP, & Dr. Patricia Fisher, R.Psych, L.Psych. © Fisher & Associates 2007.

PROGRAM DELIVERY OPTIONS

As detailed in the When Working Hurts™ Program description, the Workplace Wellness Program is available in a range of formats designed to meet the diverse needs of different occupational sectors.

An organization may choose to adopt one or more of the program delivery options:

- As an externally facilitated 2-day intensive workshop program. Fisher & Associates will provide a skilled facilitator to conduct participants through the program.
- As an internally facilitated 2-day intensive workshop program. We provide training and certification to facilitators from the organization following a train-the-trainers model. The organization's trained facilitators then provide the 2-day intensive workshops to staff.

THE TRAIN-THE-TRAINERS PROGRAM DELIVERY MODEL

In the event that a Train-the-Trainers model of program delivery is adopted, the individuals selected will undergo an intensive 5-day Train-the-Trainers program that will provide them with the knowledge, skills and tools to deliver the program to staff, and to maintain the program as an ongoing organizational resource. Facilitator training and support includes:

- An initial 5-day intensive training with Fisher & Associates staff.
- Supervision and support as facilitators begin to deliver the program in their own jurisdiction.
- A two-day follow-up session, 6-9 months after program delivery is first initiated. This serves to provide debriefing

for the facilitators and – based on the information derived from program rollout – supports targeted planning for ongoing initiatives.

Facilitators are provided with a comprehensive program delivery guide manual. The manual includes a detailed program outline, overheads, exercises, resource materials, and a cd including all form masters and the PowerPoint presentation.

After completing the training, facilitators will deliver the intensive 2-day workshop to front-line staff, support staff, and managers. The facilitators will work as 2-person teams in the delivery of the program and will receive initial distance supervision from a Fisher & Associates consultant.

FACILITATOR SELECTION GUIDELINES

When selecting staff for training, the following criteria are important factors:

- Program facilitators should have the respect of participants, and be seen as seasoned & credible.
- In order to facilitate safety and trust, program facilitators should not be in a power and control role with the people to whom they deliver the program. Thus, they need to be seen as either power-neutral or as peers.
- Co-led teams should be gender-balanced
- Program facilitators should have some experience with group process and/or training.
- Program facilitators should be interested in the issue of workplace stress & trauma and hold a genuine commitment to addressing the issue in a meaningful way.
- In order to best serve staff within the organization, selection of the facilitators will be based on merit, ability, and aptitude.