A 15 HR SPECIALIZED E-COURSE

Basic Course: $243.95
*Add 15 CE Credits for $49.50

This unique program provides a critical resource for those working in trauma-informed occupations (e.g. Health Care, Social and Human Services, Enforcement, Corrections, Emergency Response, Armed Services, Education, Legal & Judicial Services, etc.).

Designed for staff and managers, this intensive research-based program effectively addresses the risk for stress, burnout and exposure to direct and vicarious trauma.

Over the past few years there has been a tremendous amount of new research into all the elements surrounding the mechanisms of workplace stress and trauma. We now understand and can predict risks for the wide-ranging physical, psychological and interpersonal impacts. We also know how to effectively manage these specialized stresses and how to recover from their harmful effects.

We specialize in workplace wellness and organizational health in trauma-informed workplaces. Over the past decade, our textbook-based 2-day workplace wellness program was successfully delivered to over 12,000 individuals. This new e-course builds upon that experience and incorporates the latest research along with best that the online learning environment has to offer.

Program Content

Using an accessible and highly interactive PDF-based format, this 3-part program provides you with:

Section 1: Introduction to Complex Stress
- A sophisticated understanding about the mechanisms and effects of workplace stress and trauma in your environment
- An opportunity to identify the sources of resilience and risk in your workplace and in your life

Section 2: Self-Assessment Tools
Comprehensive self-assessment tools profile:
- Your current risk for workplace systemic and traumatic stress
- Your current levels of self-care in your personal and work life
- Your current levels of stress symptoms and effects

Section 3: Building an Effective Wellness Plan
- Tools to develop an effective and practical wellness plan for your personal life
- Tools to develop an effective and practical wellness plan for your work life
- Self-facilitation templates to guide the development of strategies and protocols which will increase the resilience of your workplace and improve organizational health.

* This program is approved by the National Association of Social Workers (Approval #886606458-1169) for 15 continuing education contact hours.
This course is designed as a sequence of 12 units – each builds on the work you have done in the previous units

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Advantages of E-Learning

Moving into this E-learning individual format provides particular advantages:

- You can look more deeply at your own experiences and beliefs in a completely confidential and safe environment
- You can flexibly schedule your own time to take the program
- You can print and save the results of your self-assessments responses
- You can save and print your responses to the exercises
- You develop a detailed and highly individualized Wellness Plan for your personal and work life
- This program is designed for repeated use – you can print out and compare your profiles as they change over time
- You can hold yourself accountable to the plans and commitments you made to yourself in the program
Interactive Format

This E-Course was designed to be involving and highly interactive. Features include:

- Embedded response sets (check boxes, buttons, multiple choice, etc.)
- Extended answers and reflections
- Color-coded Self-Assessments
- Summary graphs and charts
- Detailed planning tools

The program also contains supplementary audio files that introduce topic areas and provide additional commentary.

This E-course is provided as a fully enabled downloadable pdf file – all you need is a current installation of Acrobat Reader (a free download).
When Working Hurts™: Effectively Addressing Stress in Trauma-Informed Workplaces


www.fisherandassociates.org

Goals and Objectives

The goals and learning objectives of this E-course include 5 major elements.

PSYCHODUCATIONAL COMPONENT

- Understand the critical role of stress in trauma-informed workplaces.
- Become familiar with the mechanisms and outcomes of systemic and traumatic stresses both at the individual and organizational levels.
- Differentiate between systemic and traumatic risk/resilience factors.
- Apply the information directly to your own workplace.
- Generalize this knowledge to co-workers and others.
- Learn about the consequences of long-term stress in terms of physical and mental health, relationships and overall functional capacity.
- Understand that you are able to effectively address the specific challenges in your environment, and that you can thrive and grow personally and professionally.

SELF-ASSESSMENT

- Using the self-assessment instruments, you understand the cause and effect relationships between the relative risk for systemic and traumatic stress, self-care strategies and clinical outcomes.
- Gain insight into the specifics of your own particular profile:
  - Areas of increased risk and their sources of resilience.
  - Levels of self-care (strengths and vulnerabilities).
  - Symptom and effects profile (areas of concern and areas of strength).
- Gain perspective on the personal changes you have experienced during your time in the field (areas of concern and areas of growth).
- If you have already been impacted by long-term stress, you will move beyond isolation, silence, and shame around your responses, and will mobilize to address the challenges.
- Develop proactive practices to avoid, mitigate and effectively manage stress and support your personal and professional development.

INDIVIDUAL PLANNING

- Take your own situations/life more seriously and recognize how limited (usually) your self-care is.
- Consider the need for more attention to this and generate concrete and effective strategies for self-care.
- Understand that your experience will only improve if you make changes.
- Gain insight into your resistance to change and develop strategies to move past it.
- Clarify and summarize the learning and insights you have developed during the course.
- Develop a detailed and specific wellness plan for your personal life and your work life.
- Develop strategies that will help you maintain your motivation.

TEAM PLANNING

- Develop workplace strategies to increase resilience.
- Experience an increased sense of peer support and team cohesion when taking this course together.
- Establish and strengthen the foundations for workplace wellness staff committees.

CULTURE CHANGE

- Normalize stress responses and understand the personal relevance of the material.
- Focus on what is rewarding about the work – and support a renewed motivation to continue the work.
- Understand the importance of an ongoing commitment to your own wellness and to the health of your workplace.

This E-course is designed for scalable implementation:

- For Individuals
- For Workplaces
- For Organizations

Please contact us for more information about wide-scale adoption and implementation strategies.
Program Reviews

“This program is fantastic! I have been doing training for child welfare and mental health professionals on trauma and vicarious trauma and will definitely recommend your training. What an important and valuable resource for the field.”

Alison Hendricks, MSW, LCSW, Operations Manager, Chadwick Trauma-Informed Systems Project, Chadwick Center of Rady Children’s Hospital, San Diego, CA

“This course should be mandatory for health care professionals whose occupations by their very nature come with a high stress load. The content of this course is research-based and exceptional, and the PDF format enables the user to delve into the material at an independently determined pace, while remaining in a familiar environment. Importantly, it enables the user to determine their risk for stress as a result of their particular work environment and develop strategies that are specific to that environment and the user’s own needs. This course offers exceptional return on investment and I highly recommend it to anyone in the health care field.”

Dr. Kate Sawford, D.V.M., Ph.D., Kate Sawford Veterinary Services

“I really, really like the E-course! You have done a great job of putting it all together and in an easy to understand format that is also quite straightforward to navigate through. I am very impressed with the expanded information that the online course provides with the latest research; it adds substance and depth to the course. I like the “chunks” of information in each section and the learning bits first then the self-reflection; this makes the information come to life and applicable. For what it’s worth I am also partial to the colour scheme. Not sure if it has any significance but I found it soothing and inviting to read through the information and to engage in the course with the lessons/sections to complete. I think the other thing that strikes me about this course is the way you have taken otherwise very complicated and complex information (certainly for us social workers…) about stress, physiology, etc. and made it easy to understand and to relate to. All in all, I am sold. My life has been changed as a result of your work, intervention and continued commitment to the professionals who work in the caring/helping professions. I will remain focused on my journey to ensure work life balance and feel completely confident and competent that I have all the tools, resources and connections to make that happen!”

Catherine Simunovic, MSW, Quality Assurance Manager, North Eastern Ontario Family and Children’s Services

“When Working Hurts is such a timely E-Course. There is no program out there that even comes close to matching this program’s depth, breadth and quality. With this E-Course, we get to benefit from Dr. Fisher’s many years of experience in the field of trauma and organizational health. In my opinion, taking this course should be required for all human service personnel, front line staff, health care workers, law enforcement and other high stress professions.”

François Mathieu, M.Ed., CCC., Compassion Fatigue Specialist, Director Compassion Fatigue Solutions Inc.

“This e-course is an amazing tool for all helping professions. Dr. Patricia Fisher has outdone herself in creating an engaging, informative and extremely thought-provoking e-course. I highly recommend that everyone invest in this training, the value for money is outstanding.”

Meaghan Welfare, Conflict Management Practitioner – Department of National Defense Certified Compassion Fatigue Educator

“I have to say you have done something very important in the field of occupational health! When I read your e-book and think about your ways to put together very different kinds of phenomena in working life, I have a feeling that this understanding can come only from your long experience and deep commitment to people working in this field. I like very much the way you make connections between psychological issues and everyday working life structures and problems. It is not easy to speak about emotional processes concerning working life situations and put together organizational things and deep experiences of employees. In Complex Trauma you have succeeded in it. Again, thank you for your marvelous work and e-course which many of us in this field can benefit from!”

Dr. Leena Nissinen, Psykoterapeutti (KAT), työnohjaaja (STOry), kouluttaja, Helsinki, Finland

“I recently completed this E Course at work and had it scheduled in for one hour on a weekly basis until completed. It was great to actively use it as a tool to continue learning about myself and my work in a trauma informed workplace. It was interesting, engaging and was structured in a gentle, supportive way to encourage genuine participation in the assessments and in helping one to commit to improving and creating coping strategies. Using it at work was also very helpful in recognizing issues and in validating the need to pay attention to this important topic. A great re-usable resource!”

Sue Uddenberg, Victim/Witness Services Worker