

Working with Distressed and Vulnerable People

This workshop equips frontline employees to understand boundaries in their role and provide appropriate support and referral pathways for distressed clients and stakeholders.

Format: Face-to-face. 3.5 hrs or full day.

Audience: All employees

Learning Outcomes

- Identify and understand vulnerability and distress in people
- Learn strategies to manage a difficult conversation
- Know and stay within the limits and boundaries of your role
- Identify risks of suicide and self-harm and escalate safely
- Self-care during and after difficult interactions