# Resiliency Training Program

Resilience is the ability of a person or organization to successfully adapt and recover after stress, adversity or trauma. Resiliency Training is a tool that you can provide your staff to help protect against and aid in the recovery from PTSD. This is intended to help you develop and implement a Resiliency Training program which can be very beneficial in the prevention of PTSD.

## Planning your Resiliency Training Program

Here are some steps that you should take to prepare to provide your staff training that is focused on protecting against and aiding in the recovery from Post-Traumatic Stress Disorder.

* Identify your resiliency training needs and understand the risk factors, who is at greatest risk and has the greatest need for resiliency training
* Identify the desired outcomes of the resiliency training program
* Determine the best delivery mode for the training
* Identify potential training providers
* Review available training programs to identify which program will best meet your need
* Plan training program schedule and communicate with training course participants
* Provide training to smaller groups (20 or less)
* Evaluate the program, is it achieving the desired results
* Ensure training is available to new staff

## Resiliency Training Program Content

The following outlines some training content that could be covered as part of your resiliency training program:

### Resiliency Overview:

* Understand what resilience is and why it matters
* Learn techniques to normalize stress-related responses such as managing physical and emotional symptoms
* Building self-awareness – understanding the risk factors and when to seek help
* Frame help-seeking as adaptive
* Understand the importance of physical activity in improving mood and health
* Understand the importance of sleep in improving cognitive functioning, mental fitness and general health and wellbeing and learn techniques help improve sleep
* Develop a positive outlook through the use of cognitive-behavioural strategies to enhance optimism and decrease pessimism
* Evaluate adverse situations and remain flexible in approaches to problem solving
* Understand the importance of developing and nurturing connections and friendships
* How to seek out resilient role models and learning from them

### Reducing Arousal Symptoms

* Understand arousal symptoms
* Learn about the connection between heart rate and rhythm patters and performance
* Learn and practice calming techniques such as breathing, relaxation, centering and heart coherence, calm thinking
* Learn how social support, coping confidence, self-efficacy and hope affect resilience

### Managing Distressing Emotions

* Learn techniques to soften strong emotions (anger, fear, sadness, guilt, grief)
* Learn how to manage distressful dreams
* Learn about mindfulness meditation and how to use it to manage distressing emotions
* Learn how to defuse paining memories
* Learn how positive emotions increase our ability to cope with stress and solve problems
* Develop happiness skills such as gratitude, altruism, humour, using spirituality and religion

### Preparing for a Crisis

* Review the importance of pre-crisis training
* Understand risk factors and who is at greatest risk
* Develop a “difficult call” plan
* Understand post-crisis symptoms and self-management countermeasures
* Understand other risk factors (i.e. substance abuse/self-medication)
* Learn about the impact of early intervention to speed recovery and minimize long term impairment and suffering
* Establish connections with supports before a crisis to facilitate easier access when needed?
* Learn how to access help, while still providing self-care
* Make a plan to practice and master resiliency skills
* Consider implementing annual wellness checks

## Program Delivery Mechanisms

* Decide if you will purchase or design and develop your own Resiliency Program
* Describe the information and content, and provide to all staff
* Determine the method that will be used to deliver the training to staff
* Describe how you will engage the Health and Safety Committee or Representative in reviewing the training prior to delivery
* Describe how the organization will assess and track learner progress

## Training Communications and Roll-Out

* Consider how you will communicate and roll out the training program:
  + Identify the best communication channels for different roles in the organization
  + Describe how you will ensure staff have key information they need to understand the goals and outcomes of the training
  + Provide any relevant documents and materials
  + Ensure that staff understand how the program links to organizational policies and programs
  + Articulate the WIIFM (What’s in it for me)
* Provide timely information about where the training will take place
* If required, establish timelines for when staff are expected to complete the training
* Identify who they can contact for more information about the training program
* Ensure managers and supervisors have the information they need to support their staff and answer questions prior to rolling out the program