

# Fisher & Associates Solutions

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

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Build Capacity

Promote Resiliency

Increase Coping Skills

## MAINTAINING WELLNESS WHILE COPING WITH HIGH RISK/HIGH NEEDS CLIENTS & PERSONNEL

A 1-DAY SPECIALIZED PROGRAM PROVIDED BY FISHER & ASSOCIATES SOLUTIONS

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### BACKGROUND

This workshop has been specifically designed for staff dealing with particularly challenging clients, members of the public and/or organizational personnel. In particular we are concerned with staff who have to deal with high risk individuals who present with hostility, threatening behaviours, verbal abuse, or physical aggression. We are equally concerned about staff exposure to high needs individuals who present with multiple needs, are often highly distressed, and may be in very difficult or tragic circumstances. Within many workplaces staff encounter individuals presenting as both high risk and high needs. These types of client encounters provide unique challenges for staff.

This specialized 1-day workshop has two components. The first half of the program focuses on managing high risk/high needs individuals, while the second half is concerned with the self-care needs of staff who deal with these challenging people.

### GOALS & OBJECTIVES

The goals and objectives of the 2-part workshop are:

#### PART 1:

- To help staff assess the potential for high risk and aggressive behaviour.
- To reduce the anxiety and fear associated with dealing with an aggressive person.
- To assist staff in their approach and communication with an aggressive person.
- To assist staff in their dealings with high needs, multiple problem clients.

- To reduce staff's feelings of inadequacy, frustration and helplessness when dealing with these high needs clients.

#### PART 2:

- To help staff understand the ways in which working with this population may affect them - the risk and resilience factors.
- To assess for the specific risk/resilience profile of each workshop participant given the circumstances of their unique work environment.
- To understand the personal impact of dealing with high risk/high needs clients.
- To assist participants in developing effective self-care strategies.

### PROCESS

These workshops use a combination of overheads, small and large group discussions, and lecture format to assist participants in meeting the goals stated above. Each participant will have a copy of the workshop resource booklet containing:

- Resource material for Part 1: Background information, tools, strategies and relevant theory.
- Resource material for Part 2: Self-assessment tools to determine current risk for primary and secondary trauma, and current levels of effects. Tools to assist with developing an effective personal wellness plan.
- Workshop exercises and references.

#### CANADA

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