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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-037

Crisis Psychology and Staff Welfare after Critical Incidents

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.

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Course content

Why Attend

Serious accidents, violent incidents, sudden deaths, disasters and other critical events can have a profound psychological effect on employees, whether they were directly involved, witnessed the event or supported the response. How an organisation cares for its people in the hours, days and months that follow strongly influences their recovery, wellbeing and trust.

This Crisis Psychology and Staff Welfare after Critical Incidents training course explains how people typically react to traumatic events and how organisations can provide appropriate, evidence-informed support. Participants learn about normal stress reactions, psychological first aid, supportive leadership, peer support, referral to professional help, return to work and care for responders.

Course Methodology

• The course uses discussion, case studies and supportive skills practice in a safe learning environment. Participants practise psychological first aid conversations, plan welfare responses to scenarios and develop a staff welfare plan for their own organisation. Sensitive topics are handled with care throughout.

Course Objectives

• Explain common psychological reactions to critical incidents

• Distinguish normal stress responses from signs needing professional help

• Apply the principles of psychological first aid

• Plan organisational welfare support after critical incidents

• Lead and communicate with affected teams compassionately

• Establish peer support and referral arrangements

Target Audience

• HR and employee wellbeing professionals

• Managers and team leaders

• Crisis management and business continuity teams

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Course content

- Health and safety professionals

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Course outline

Detailed course outline

Day-by-day outline for Crisis Psychology and Staff Welfare after Critical Incidents.

Day 1 - Understanding Reactions to Critical Incidents

- 09:00-09:39 | What makes an incident psychologically critical
- 09:39-10:18 | Common emotional, physical and behavioural reactions
- 10:18-10:57 | The course of recovery over days, weeks and months
- 10:57-11:00 | Risk and protective factors for longer-term difficulties
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Risk and protective factors for longer-term difficulties (continued)
- 12:06-12:44 | Recognising when people need professional help
- 12:44-13:22 | Myths and misconceptions about trauma and resilience
- 13:22-14:00 | Discussion: lessons from organisational critical incidents

Day 2 - Psychological First Aid

- 09:00-09:30 | Principles of psychological first aid in the workplace
- 09:30-10:00 | Promoting safety, calm and connection
- 10:00-10:30 | Listening skills and supportive conversations
- 10:30-11:00 | Practical help and meeting immediate needs
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Practical help and meeting immediate needs (continued)
- 12:00-12:30 | What to avoid saying and doing
- 12:30-13:00 | Knowing the limits of the supporter's role
- 13:00-14:00 | Skills practice: supportive conversations

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Day 3 - Organisational Welfare Response

- 09:00-09:34 | Planning welfare support as part of crisis response
- 09:34-10:08 | Welfare centres, helplines and family liaison
- 10:08-10:42 | Communicating with affected staff and families
- 10:42-11:00 | Working with employee assistance and specialist providers
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Working with employee assistance and specialist providers (continued)
- 11:46-12:20 | Supporting staff after a colleague's death
- 12:20-12:53 | Cultural and individual differences in coping
- 12:53-14:00 | Workshop: planning a welfare response to a scenario

Day 4 - Leadership, Peer Support and Return to Work

- 09:00-09:34 | The manager's role in supporting affected teams
- 09:34-10:08 | Setting up peer support programmes
- 10:08-10:42 | Monitoring wellbeing over time
- 10:42-11:00 | Phased and supported return to work
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Phased and supported return to work (continued)
- 11:46-12:20 | Reasonable adjustments and ongoing support
- 12:20-12:53 | Anniversaries, inquiries and later triggers
- 12:53-14:00 | Case study: supporting a team after a fatal accident

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Day 5 - Caring for Responders and Building Resilience

- 09:00-09:34 | Stress and fatigue in crisis and response teams
- 09:34-10:08 | Rotation, rest and debriefing for responders
- 10:08-10:42 | Self-care strategies for supporters
- 10:42-11:00 | Building psychological readiness before incidents occur
- 11:00-11:30 | Coffee break
- 11:30-12:19 | Building psychological readiness before incidents occur (continued)
- 12:19-12:53 | Embedding welfare in crisis and continuity plans
- 12:53-13:27 | Evaluating welfare support and learning lessons
- 13:27-14:00 | Personal action plan for staff welfare after incidents

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Seminar dates

Available seminar dates

Live dates and pricing for Crisis Psychology and Staff Welfare after Critical Incidents generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Amsterdam	Classroom	**€3,215**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Crisis Psychology and Staff Welfare after Critical Incidents generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Cape Town	Classroom	**€1,825**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Dubai	Classroom	**€2,845**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Geneva	Classroom	**€3,315**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Crisis Psychology and Staff Welfare after Critical Incidents generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Istanbul	Classroom	**€2,825**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Madrid	Classroom	**€3,400**

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Live dates and pricing for Crisis Psychology and Staff Welfare after Critical Incidents generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Munich	Classroom	**€2,425**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Crisis Psychology and Staff Welfare after Critical Incidents generated from the course details page.

Date	Location	Format	Fee
4 - 8 October 2027	Rome	Classroom	**€2,830**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Vienna	Classroom	**€3,425**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Amsterdam	Classroom	**€3,215**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Crisis Psychology and Staff Welfare after Critical Incidents generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**