VICARIOUS TRAUMA

PREFERRED TRAINING NETWORKS



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Vicarious trauma can affect even the most experienced professionals. This course is designed to help your team recognise the warning signs, manage emotional fatigue and build habits that protect wellbeing in high-stakes, people-facing roles. Because if your team burns out, nobody wins.

From social workers to nurses, customer service teams to emergency responders, this training helps people stay grounded while doing emotionally demanding work. Vicarious trauma is more common in some sectors, particularly courts, child services, NFPs, corrections, prosecutions and emergency services. There have also been growing reports of vicarious trauma across the public service. The better we understand it, the better we can respond to it and manage it.

It is not just about raising awareness. This is a hands-on course that gives staff practical tools to stay steady while supporting others. Participants learn how to build healthy boundaries, debrief effectively and develop workplace strategies that reduce stress over time.

KEY COURSE CONTENT

- Spotting the early signs of vicarious trauma
- Understanding how trauma impacts the nervous system
- Building boundaries (without guilt!)
- Recovery strategies to support ongoing mental health
- Creating trauma-aware communication habits
- Recognising and addressing burnout
- Debriefing techniques for emotionally heavy cases
- Developing team-wide resilience strategies
- Reducing secondary stress in people-facing environments
- Providing support services to limit the damage
- Bouncing back stategies

NUTS AND BOLTS

Target Audience
Managers and staff susceptible to vicarious trauma

Duration
This course is available as a 1-day course or a truncated half-day course.

Delivery
This course can be delivered both in-person or virtually.

Group Size
Recommend a group size of 6-12 people.

Resources
Participants receive a certificate of completion & opt for a free follow-up refresher course with the original trainer

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