

CRISIS MANAGEMENT FOR CLERKS & PRACTICE MANAGERS

**TRAINING STAFF TO IDENTIFY, UNDERSTAND, RESPOND TO A COLLEAGUE
WHO MAY BE DEVELOPING A MENTAL HEALTH ISSUE.**

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WHY DO THIS?

WHY DO WE TRAIN MEDICAL FIRST AID TRAINERS?

SO THAT CAN QUICKLY SPOT WHEN SOMEONE IS IN DISTRESS AND RENDER CRISIS ASSISTANCE TO SAVE A LIFE.

THERE IS YOUR ANSWER, AS WITH MEDICAL CRISES, EARLY INTERVENTION IN MENTAL HEALTH, SAVES LIVES AND ALLEVIATES SUFFERING.

WE KNOW THE LEGAL PROFESSION HAS MANY SILENT SUFFERERS

- **THIS WILL ENCOURAGE THEM TO SPEAK TO TRAINED RESPONDERS AND GET HELP EARLY.**
- **THIS IS A PRACTICE MANAGEMENT CONCERN AND AN OCCUPATIONAL HEALTH AND SAFETY FOR LEGAL PRACTICES.**

HOW DOES IT WORK?

- **CHOOSE APPROPRIATE STAFF, WILLING, WELL STAFF TO UNDERGO THE TRAINING.**
- **LET THE REST OF YOUR STAFF KNOW THEY ARE THERE**
- **HAVE THEM READY ABLE TO BE DEPLOYED TO NOTICE AND INTERVENE WHEN A STAFF MEMBER IS IN TROUBLE.**
- **BACK THIS UP WITH POLICY**

RESPONDERS LEARN

- **ABOUT THE ORIGIN AND EARLY WARNING SIGNS OF MENTAL ILLNESS**
- **THEY ARE TRAINED TO NOTICE SYMPTOMS AND CHANGES IN Demeanour AND PERFORMANCE EARLY AND HOW TO APPROACH WITH SAFETY AND RESPECT**

THEY LEARN ABOUT

- **DEPRESSION**
- **ANXIETY**
- **SUICIDALITY**
- **BI-POLAR**
- **SCHIZOPHRENIA**

I SUGGEST THEY ALSO LEARN IN LEGAL WORKPLACES

- **PTSD**
- **VICARIOUS TRAUMA**
- **ALCOHOL AND DRUG RELATED CONDITIONS**
- **GAMBLING**

ONE MODEL MENTAL HEALTH FIRST AID USES A.L.G.E.E.

- **ASSESS RISK**
- **LISTEN NON-JUDGEMENTALLY**
- **GIVE REASSURANCE AND INFORMATION**
- **ENCOURAGE THE PERSON TO GET APPROPRIATE PROFESSIONAL HELP**
- **ENCOURAGE SELF HELP STRATEGIES**

THEY ALSO LEARN

- **THE BASICS OF THERAPIES, SUPPORT TECHNIQUES AND REFERRAL INFORMATION**

THE WORKPLACE

- **MUST FOLLOW UP WITH CARE PLANS FOR UNWELL STAFF**
- **RETURN TO WORK AND RECOVERY PLANS**
- **LIAISON WITH TREATING SPECIALISTS**
- **POLICIES & PROCEDURES**

FURTHER TRAINING

- **IS OFFERED TO THE WHOLE WORKPLACE SO THAT EVERYONE CAN SUPPORT THEIR COLLEAGUE AND THE FIRST RESPONDERS**
- **I'D SUGGEST THIS TAKES THE FORM OF DEMYSTIFYING MENTAL AWARENESS AND APPROACHING THIS FROM A NEUROSCIENCE PERSPECTIVE**

A NON-JUDGMENTAL ATTITUDE

- **IS CRUCIAL AT ALL LEVELS OF THIS PROGRAM**
- **THIS COULD BE ANYONE OF US AT ANY TIME**

OTHER TRAINING TO SUPPORT THE WHOLE WORKPLACE WOULD INCLUDE

- **STRESS MANAGEMENT & RESILIENCE TRAINING**
- **MINDFULNESS**
- **MANAGING CHANGE**
- **UNDERSTANDING VICARIOUS TRAUMA**
- **LOSS & GRIEF**

THIS MUST COME FROM THE TOP DOWN

- **LEADERS OF CHAMBERS AND HEAD CLERKS ARE CRUCIAL TO THE SUCCESS OF THIS AND SHOULD PARTICIPATE IN SOME OF THE TRAINING**

THE JOB IS NEVER DONE

- **OUR UNDERSTANDING & KNOWLEDGE OF MENTAL ILLNESS IN THE WORKPLACE HAS NEVER BEEN MORE DYNAMIC THAN IT IS NOW**
- **ONGOING TRAINING & UPGRADING OF SKILLS IS ESSENTIAL**

SUPPORT AND REFRESH YOUR FIRST RESPONDERS CONSTANTLY

- **MAKE SURE THEY HAVE ACCESS TO CLINICIANS, MENTORS AND COACHES**
- **AND GIVE THEM A BREAK AND THE ABILITY TO STEP AWAY FROM THE ROLE SHOULD THEY NEED IT**

SUPPORT THE WHOLE THING

- **WITH HIGHLY SKILLED CLINICIANS WHO UNDERSTAND THE PARTICULAR STRESSORS IN LEGAL PRACTICE**

INFORMATION IN THIS PRESENTATION

MENTAL HEALTH FIRST AID AUS. WEBSITE AND NOTES FROM HEALTH ASSURED A UK TRAINER PROVIDER FOR THIS TYPE OF COURSE.