Psychological Wellness Online Training Programme for Managers and Leaders (includes PFA, Moral Injuries and BAME Inequalities Agendas)

Equality Act 2010
Protected characteristics and types of discrimination

Age, Race, Religion/Belief, Disability, Sexual Orientation, Sex, Marriage and Civil Partnership, Pregnancy and Maternity, Gender Reassignment (Identity)

7 Components of PFA
- Educate about normal responses
- Connect with social support
- Provide information on coping
- Care for immediate needs
- Protect from risk of infection and any other threats
- Comfort and console
- Support for practical tasks

Taking good care of yourself
Comfort and consolation
• Quiet place, respect privacy.
• Let them know you are listening.
• Calm and patient.
• Acknowledge how they are feeling.
• Acknowledge their strengths.
• Allow for silence.
• Don’t pressure, interrupt, judge.
• Don’t tell them someone else’s story.
• Don’t talk about your own problems.
• Don’t give false promises/reassurance.

Validation (“You get me!” phrase)
• 6 - respectful honesty
• 5 - normalise
• 4 - link to the past
• 3 - read cues
• 2 - accurately reflect
• 1 - mindfully engage

Making the most of adversity
• Increased care for each other
• More aware of what we need to prioritise
• “Tend and befriend” protects us against fear and despair
• Staff are valued
• Greater appreciation of life
• Sense of collective effectiveness
• Increased sense of community