

# **Foster a healthy & resilient workforce**

**Training and development for:**

- >> UK based staff**
- >> Human Resources professionals**
- >> Humanitarian teams**
- >> Development workers**
- >> Mission partners**
- >> Volunteers**

*Working together for a healthier world*

# Committed to the health and wellbeing of those making the world a better, fairer and healthier place.

Since 1989 InterHealth has been providing health care and wellbeing support to people making a difference in some of the most impoverished areas of the world.

We are a charity and currently support people working for over 200 organisations including humanitarian aid and development agencies, mission organisations, government agencies and UK charities.

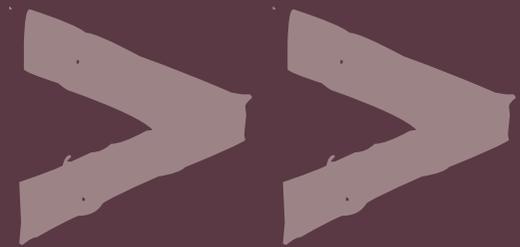
We support dedicated staff and volunteers to be physically and psychologically fit, resilient, and prepared for tough environments and demanding work.

Sound preparation is essential for anyone who is going to work effectively in high-pressure environments, whether at home or internationally, and well-targeted training is a crucial component of all preparation.

At InterHealth we are proud to present a range of high-quality training and workshops based on years of both clinical and field experience.

We look forward to meeting you here.

**Mark Snelling, Lead Trainer**  
**Global Resilience Programme**





## Global Resilience

Our Global Resilience training will help international workers develop competency in resilience, effective team working and a practical understanding of how to deal with stress.

InterHealth's expert trainers have developed a comprehensive programme aimed at managers, team leaders and front line staff and volunteers.

Those involved in humanitarian relief, poverty reduction and mission work around the world can face challenging work-related and personal situations. Topping the list of reasons why time is lost on international assignments, psychological health problems are often blamed for causing problems within teams. A lack of resilience largely inhibits the effectiveness of individuals to work under pressure and with others.

## Small Changes, Big Rewards

Our Small Changes, Big Rewards training provides Line Managers, Human Resources and Staff Care professionals with the knowledge, skills and tools they need to effectively manage the health and wellbeing of their people.

HR and Staff Care professionals are faced with many challenges when fulfilling their duty of care to their staff. InterHealth helps organisations all over the UK to drive down the costs of ill-health and sickness absence, and to equip Line Managers with the skills to deal with them effectively.

Workshops and seminars cover a range of topics from work station assessments and absence management, to bullying and harassment, and managing mental health at work.

# Global Resilience training

## Team dynamics and conflict management

In partnership with The Management Centre  
One day workshop

Everyday relationships can often be every bit as demanding as humanitarian work itself. Left unaddressed, the often competing demands of headquarters, colleagues and staff members can lead to misunderstanding and conflict. All too often, this can have a draining impact on morale and productivity.

This thought-provoking and interactive workshop takes an in-depth look at the group dynamics that can unfold in humanitarian settings. It focuses on how conflict arises, and how it can be used as a pathway to fresh and creative ways of working.

### Learning outcomes

- Identify the range of intense emotions that arise in relief and development settings
- Understand the impact that these emotions have on team dynamics and how that can lead to conflict
- Critically evaluate the five different approaches to dealing with conflict
- Hold difficult conversations and offer constructive feedback.
- Use coaching principles for creative problem-solving

## Building resilience under pressure Managing others in high stress environments

In partnership with The Management Centre  
One day workshop

Psychological health problems top the list of reasons why time is lost on international assignments. This workshop focuses on managing cumulative stress among staff, as well as working more effectively in high stress environments and maximising resilience in individuals and teams.

### Learning outcomes

- Understand the legal obligations to manage stress in the workplace
- Apply key principles in identifying and managing staff under stress
- Learn when and how to intervene;
- Select strategies for reducing cumulative stress among staff
- Select strategies for maximizing resilience in individuals and teams
- Improve distance and multicultural management practice

“ Building resilience is a core area that all humanitarian agencies should be thinking about in order to adequately invest in their workforce’s wellbeing. This course provides a useful overview on some of the core essentials that we should be considering as part of this, and provides a framework on which to build a comprehensive programme for all staff. ”

Kate O’Brien, Save the Children UK  
Emergencies Team



# Go to the back for dates...

## Psychological first aid

### One day workshop

This workshop offers simple, practical and effective strategies for supporting colleagues and team members in the immediate aftermath of critical incidents. Based on the latest research into risk and resilience, this training course also draws deeply on InterHealth's extensive clinical experience of working with traumatic stress.

### Learning outcomes

- Understand the impact of traumatic stress on both body and mind
- Recognise the broad range of normal early reactions that people can experience in the immediate aftermath of traumatic events
- Offer practical and emotional assistance that complements and bolsters the coping skills of those affected
- Understand major risk factors for psychological distress and recognise when to refer people for further support

## Recognising and coping with psychological issues in volunteers

In partnership with The Royal Geographical Society

### One day workshop

Enable leaders of volunteers and expedition teams to spot early warning signs of psychological health issues in team members.

### Learning outcomes

- Understand how psychological distress is demonstrated in a variety of ways, including changes in behaviour, mood and communication
- Understand which questions to ask to obtain essential information, and how to ask them
- Know how to identify the major risk factors for psychological distress
- Understand initial management strategies for individuals, teams, home country personnel and families

## First aid for overseas workers

In partnership with British Red Cross

### One day workshop

The successful completion of this course leads to the award of the British Red Cross endorsed First Aid for Overseas Workers Certificate, valid for 3 years. The course gives an introduction into life-saving first aid actions, as well as looking at elements such as situation management in a field context, personal safety, assessing someone for injuries, and giving basic first aid for situations like bleeding, fractures, head injuries, sprains, bites and burns.



**Who we support: British Red Cross, The Children's Society, Save the Children, Comic Relief, Merlin, Family Mosaic, Tearfund and many more organisations that make a difference...**



# Small Changes, Big Rewards training

## Managing mental health at work

### One day workshop

This workshop offers clear guidance on identifying common mental health conditions ranging from addiction and self-harm to severe depression and schizophrenia.

Gain invaluable insight into the ways in which mental health problems affect both individuals and teams.

Develop practical and effective strategies for supporting those suffering from a condition and their colleagues.

### Learning outcomes

- Understand how mental health disorders can affect employees, their team members and the whole organisation
- Understand the basics of mental illness and the range of symptoms to watch out for
- Follow best practice in terms of dealing with mental health conditions in the workplace and re-evaluating mental health policies
- Understand how to approach and support employees who are in distress
- Develop a range of practical techniques for managing mental health cases



**Providing Line Managers, Human Resources and Staff Care professionals with the knowledge, skills and tools they need to effectively manage the health and wellbeing of their people.**



**[www.interhealth.org.uk/training/](http://www.interhealth.org.uk/training/)  
020 7902 9006**



## Bullying & harassment

### One day workshop

Bullying and harassment in the workplace can lead to increased problems with mental health and staff absence and turnover. This in turn can lead to a rise in organisational expenses and negatively affect productivity.

Despite the increasing knowledge and awareness of the problem, a high number of cases are still not detected and employees are left unsupported.

This one day workshop will provide you with further knowledge and the practical skills to prevent and address workplace abuse.



Our short seminars provide an excellent opportunity to discuss your organisation's Occupational Health issues with our specialist team.

**Go to the back for dates...**

## Fit notes and return to work

### Short seminar

Fit notes replaced the old 'Sick Certificates' in April 2010. It has long been recognised that extended periods out of work are associated with poor physical and mental health, as well as the recognition that, in most cases, an individual does not need to be 100% fit to return to work. The new system of certification aims to facilitate an earlier return to work.

## Control of substances hazardous to health (COSHH)

### Short seminar

Learn about COSHH regulations and the actions required to control and reduce the risks of substances hazardous to health. We will be demystifying COSHH regulations so that those responsible for Health & Safety policy in your organisation are equipped with the knowledge to implement the legal requirements.

## The equality act and employee health in the workplace

### Short seminar

Learn about the Equality Act 2010 that took effect in October 2010. Employers will need to carefully review their policies and procedures for disabled employees and prospective recruits who may have a disability. The Equality Act brings together all legislation regarding discrimination under one piece of UK law including discrimination in regard to health previously covered under the Disability Discrimination Act.

## Workstation assessments made simple

### Short seminar

Work Station Assessments (WSAs) are a legal requirement under the Display Screen Equipment Regulations (1992). The regulations specify steps that employers need to take to avoid ill-health arising from the use of computers at work. We will be demystifying DSE regulations so that those responsible for Health & Safety policy in your organisation are equipped with the knowledge to implement the legal requirements.

“The workshop ‘Managing Mental Health at Work’ was well organised and presented, resulting in a relaxed and enjoyable day. Importantly I left with a clearer understanding of mental health issues in employment and the confidence to assist line managers when facing such issues in their workplaces.”

**Judith Levy, Personnel Manager  
The Children's Society**

# Bespoke training services

## International training

InterHealth provides an international training and consultancy service, delivering our popular Global Resilience training anywhere in the world.

In 2010 our trainers went to Nairobi, Kenya to deliver our one-day workshop, 'Building Resilience Under Pressure' for the Country Directors of a large international relief & development organisation.

Our experienced trainers will adapt aspects of the training to the specific needs of your organisation and the cultural environments in which you are working, so staff can focus on the topics that are relevant and important to them.

## Join us in Nairobi

In September 2011 our trainers will be back in Nairobi, Kenya. As well as delivering some of our popular programmes for NGO field staff, we are available to work in-house with your regional or local offices.

If you think that your people within reach of Nairobi may benefit from InterHealth's training, please let us know.

Contact our training support team at **020 7902 9006** or email [training@interhealth.org.uk](mailto:training@interhealth.org.uk)

## In-house training and consultancy

InterHealth provides a bespoke training service and routinely delivers our popular Global Resilience or Small Changes, Big Rewards trainings for our client agencies in-house.

Delivering our training solely for your staff means that you have the opportunity to concentrate on the specific issues affecting your staff, and to share ideas, knowledge and build action plans within your own teams.

### Key benefits

- **Flexibility:** You choose the date and location of the course
- **Value for money:** In-house courses are charged at a day rate so there can be substantial cost benefits
- **Experienced and trusted:** InterHealth draws on 21 years of experience, improving the health and wellbeing of aid and development workers, mission partners and charity workers in the UK and internationally



[www.interhealth.org.uk/training/](http://www.interhealth.org.uk/training/)

“ A valuable opportunity for busy managers to engage with critical issues in a safe and structured space ”

**Mark Snelling, Lead Trainer, InterHealth**





**InterHealth is proud to collaborate with a number of reputable partners with whom we deliver training both in the UK and internationally.**

### British Red Cross

InterHealth and British Red Cross are pleased to be collaborating in delivering quality first aid training to those working internationally. As a volunteer-led humanitarian organisation, the BRC helps people in crisis, wherever and wherever they are. They enable vulnerable people at home and internationally to prepare for, and respond to, emergencies in their own communities. When the crisis is over, they help people recover and move on with their lives.

[www.redcross.org.uk](http://www.redcross.org.uk)

### The Management Centre

InterHealth and The Management Centre collaborate on our popular programmes for international NGOs including 'Building resilience under pressure', and 'Team dynamics and conflict management'. The Management Centre (=mc) is the UK's leading training and consultancy organisation working to transform the results of ethically-driven organisations worldwide – including charities, not-for-profit organisations, local authorities and arts and cultural organisations.

[www.managementcentre.co.uk/](http://www.managementcentre.co.uk/)

### Geography Outdoors at the Royal Geographical Society (with IBG)

InterHealth and Geography Outdoors at the Royal Geographical Society (with IBG) collaborate on training that builds venture leader skills, including the popular one-day workshop 'Recognising and coping with psychological health issues in volunteers in the field'.

Geography Outdoors support field research, expeditions and outdoor learning. It is the Society's first point of contact for anyone seeking information, advice or training for expeditions and fieldwork. It has been actively involved in promoting the use of the new British Standard BS8848, to benchmark a safety management system for a wide range of educational, research and adventurous activities outside the UK.

[www.rgs.org/GO](http://www.rgs.org/GO)

### RedR

RedR is an international charity that improves the effectiveness of disaster relief, helping rebuild the lives of those affected by disasters by training relief workers and providing skilled professionals to humanitarian programmes worldwide.

[www.redr.org.uk](http://www.redr.org.uk)

### HealthLink 360

HealthLink 360 provides whole person care for global workers. HealthLink360 exists to provide medical and psychological care to global workers and their families. This care starts before the traveller leaves, continues whilst they are out there, and is there when they return.

[www.healthlink360.org](http://www.healthlink360.org)

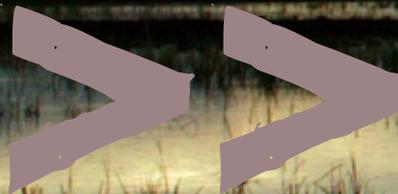


# Dates for your diary 2011/12



To book or ask us a question call  
**020 7902 9006** or email  
[training@interhealth.org.uk](mailto:training@interhealth.org.uk)

[www.interhealth.org.uk/training/](http://www.interhealth.org.uk/training/)  
**Five minutes from Waterloo station**



# Global Resilience dates

## Building resilience under pressure

Managing others in high stress environments

Location: InterHealth, London

5th April 2011, 7th December 2011

## Psychological first aid

For GAP & Expedition organisations

Location: InterHealth, London

20th April 2011, 16th November 2011, 28th March 2012

## First aid

In partnership with the British Red Cross

Location: InterHealth, London

27th April 2011, 9th June 2011, 6th July 2011, 3rd October 2011

## Recognising & coping with psychological issues in volunteers in the field

Location: InterHealth, London - 7th June 2011, 31st January 2012

## Team dynamics & conflict management

Location: InterHealth, London

28th September 2011, 21st March 2012

## Psychological first aid

For Relief & Development agencies

Location: Edinburgh, Scotland - 2nd November 2011

Location: InterHealth, London - 19th October 2011, 15th February 2012

# Small Changes, Big Rewards dates

## The equality act & employee health in the workplace

Location: InterHealth, London

6th April 2011, 5th October 2011

## Managing mental health at work

Location: InterHealth, London

11th May 2011, 13th October 2011, 22nd March 2012

Location: Edinburgh, Scotland - 23rd February 2012

## Fit notes and the return to work

Location: InterHealth, London - 6th July 2011

## Bullying & harassment

Location: InterHealth, London - 10th November 2011

## Work station assessments made simple

Location: InterHealth, London - 7th December 2011

## Control of substances hazardous to health (COSHH)

Location: InterHealth, London - 22nd February 2012



**[www.interhealth.org.uk](http://www.interhealth.org.uk)  
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Number 1103935.**

**Help your people to  
be physically and  
psychologically resilient  
to make a difference  
internationally and in  
the UK.**

A special thanks to Layton Thompson  
for use of his striking photography.  
[www.laytonthompson.com](http://www.laytonthompson.com)