

This is a Marathon, Not a Sprint

Support During COVID-19: Webinar Series

The impact of the COVID-19 pandemic will be long-lasting and far-reaching. Every day, it seems as though we uncover new and unprecedented stressors and strains on our personal health and our healthcare systems. As professionals working in high-stress, trauma-exposed fields, we need to pace ourselves and consider strategies that will help us remain clear-headed, compassionate and present in the long-term.

This webinar series will offer essential strategies, tools and resources to help organizations, front line workers and their leaders to continue to support their clients during these uncertain times.



 ALL STAFF |  HIGH-STRESS PROFESSIONS

Navigating Through the Fog: Maintaining our Ability to Think Clearly in Times of Crisis

High stakes, lots of pressure, intricate problems and few resources – the current pandemic challenges us to respond quickly, compassionately and creatively. But how do we retain the ability to think clearly when, the reality is, that many of us were launched into this crisis already tired and depleted?

When experts discuss burnout, compassion fatigue and moral distress in times of crisis, they often overlook a crucial contributing factor – plain old fatigue.

In this webinar, we will discuss the neurophysiology of crises, stress and uncertainty and learn evidence-informed strategies to keep service providers and their leaders thinking clearly.

- Virtual Hoarding: Understand our reactions to crisis situations
- History of Crisis: Examine "lessons learned" from past crises
- The COVID Fog: What is it & how can we manage it?
- Wear & Tear: Discuss the impact of this often overlooked factor
- Evidence-informed strategies to stay focused and clear-headed

Webinar Length: 60 mins

Each webinar includes:

- Access to a recorded replay
- Handouts
- Copy of slides
- List of Recommended Resources

"Having secured Françoise Mathieu to be the plenary speaker for our 2020 conference, we were unsure whether a live webinar would translate as effectively - once the webinar started, we were not disappointed!

Françoise was engaging and the content was so in line with what we're experiencing today.

Our team learned plenty of useful information that will translate immediately and effectively in our work. We're looking forward to working with TEND again!"

- Jami Bolton

Education and Training Coordinator
New York State Children's Alliance



 ALL STAFF |
  TRAUMA-EXPOSED PROFESSIONS

Essential Tools from a Trauma Expert: Managing Secondary Trauma, Moral Distress & Compassion Fatigue During COVID-19

Repeated and chronic exposure to large volumes of difficult stories can erode our sense of empathy for others. We can become hardened and desensitized to suffering – or conversely, we can become swallowed up by their pain. With the added pressure of the current pandemic, limited resources, and the “red tape,” our ability to remain grounded and compassionate is being tested unlike ever before.

Inspired by Françoise Mathieu’s TEDX Talk, this webinar explores the concept of exquisite empathy and provides evidence-informed tools to help professionals rapidly return to a healthy baseline during times of crisis.

- Exquisite Empathy: What is the sweet spot between caring too much and not caring at all?
- Managing moral distress in times of crisis
- Factors that increase our risk of secondary trauma, moral distress & compassion fatigue
- COVID-19: An amplifying risk factor
- Five strategies for transforming compassion fatigue and secondary trauma



 ALL STAFF |
  ALL PROFESSIONS

Goodnight Zoom: Strategies for Working Remotely while Maintaining a Community of Practice and Some Routine

During this pandemic, many of us are working from home while also dealing with personal challenges and demands from loved ones. This new work environment brings additional challenges: constant interruptions, non-stop Zoom meetings and an onslaught of digital communication. Neuroscience has demonstrated that, if not carefully managed, switch-tasking and technology can have a negative impact on our productivity and overall well-being.

In this webinar, we will discuss strategies to adapt to this new environment as well as learn tools to support one another through difficult moments and how to stay connected as a remote team.

- Deep Work: Establishing new routines to ensure healthy work
- Community of Practice: Adapting the Hot, Walk & Talk protocol for remote work
- Low impact Debriefing: Minimizing and reducing the negative impact and contagion of difficult stories
- Coming Home? Tips to transition when you work and live in the same space
- Skills to stay grounded and to process exposure to difficult stories



 LEADERS |  TRAUMA-EXPOSED PROFESSIONS

A Steady Hand at the Helm: Effective Leadership During Times of Crisis & Uncertainty

Chronic stress, trauma exposure and heavy workloads can have an enormous impact on the health of an organization. The unpredictability of the current pandemic, combined with stay-at-home orders, have created a complex, high-pressure environment for leaders and their teams. Balancing workplace wellness has become far more complicated and, as research shows, even more critical.

This webinar will discuss the challenges of being a leader during the COVID-19 pandemic and will offer expert recommended tools to understand, assess and map out a stepwise approach to keeping your team (and yourself) healthy during times of crisis.

- What makes a high-stress, trauma-exposed work environment unique?
- Complex Stress: how trauma amplifies our stress response
- The 12-Factor Organizational Health Model: a tool to keep your agency well
- Leaders are People Too: Taking care of yourself during COVID-19
- Mapping out an action plan and first steps



 ALL STAFF |  ALL PROFESSIONS

Introduction to Psychological First Aid (PFA): Key Strategies to Support Individuals in Distress

Stress, grief, loss and trauma have a powerful impact on a person's ability to cope in the wake of a crisis. As service providers, we need to be prepared to support our clients through this pandemic as well as through the inevitable aftermath of the COVID-19 crisis.

Psychological First Aid (PFA) is an evidence-informed approach aimed at assisting individuals experiencing emotional distress following a traumatic and/or highly disruptive event.

This introductory webinar will explore the National Child Traumatic Stress Network's (NCTSN) 8 Core Actions of Psychological First Aid.