



## HUMAN RESOURCES MANAGEMENT IN EMERGENCIES



### OBJECTIVE

This course aims provide the necessary skills and knowledge to successfully manage Human Resources in an emergency situation.

### EXPECTED OUTCOMES

This workshop trains individuals, supervisors and support teams to manage emergency contacts, relatives, friends and the human aspects of emergencies and crises. It includes a pressure management module which looks at ways to manage stress during and after, and any post-incident trauma (critical incident stress). It examines the potential causes of stress and ways to manage it in both the short and long term.

### TRAINING STRATEGY

A combination of theory and practical sessions are used, providing participants the opportunity to learn and practice . A certificate of attendance is issued.

### KEY SUBJECT AREAS

- What are HR issues in emergencies?
- Strategies, structures and options to manage the HR needs
- Telephone techniques and tips
- Information management
- Providing support
- Legal issues
- Records use and maintenance
- Dealing with death and injury
- Stress management
- Critical Incident stress de-briefing
- The longer term issues

### DESIGNED FOR

Human Resource Managers and team members.

### DURATION

1 day



**Contact GES**  
for more information on  
**(08) 9473 2900**