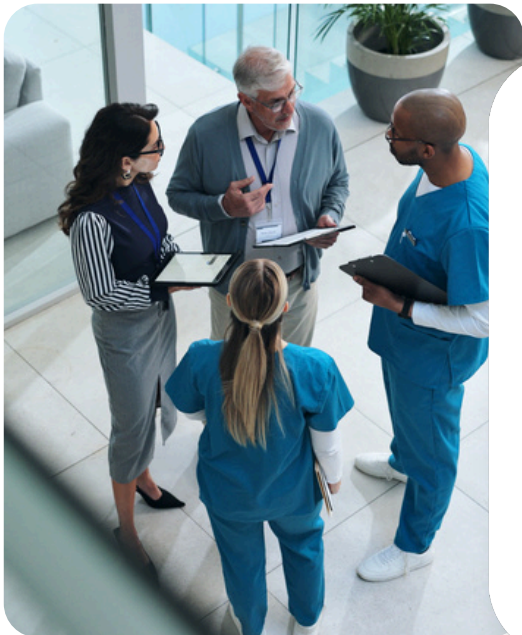




Capacity Building Programs



The TEND Capacity Building Programs are professional development courses that give you and your team the tools to build more effective and healthier workplaces.



Why did we create these programs?

We know that yearly training and consultation can get expensive. These programs are designed as cost-effective solutions for organizations looking to embed sustainable practices into their workplace.

We also know that the best people to lead organizational change are *your own staff*. Our programs focus on developing the internal capacity required to lead that change.

Which program is the best fit for me or my team?

Each workplace is unique, and so are its needs. Read the following statements to help you understand which program best aligns with your current needs and goals.

Which of the following apply to you or your team?

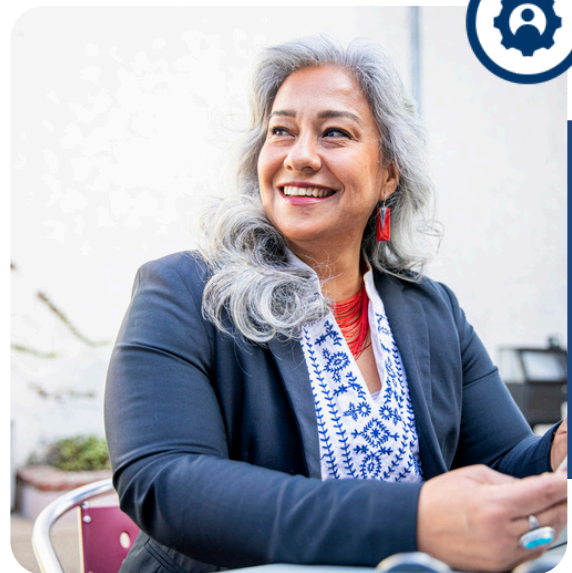
- ✓ We need more people to champion our wellness initiatives.
- ✓ We need a higher level of staff literacy regarding burnout, secondary traumatic strain, empathic strain, and moral distress.
- ✓ We need to increase our capacity to train new staff in managing the emotional challenges of their work.
- ✓ I want to learn how to better deliver training on these topics.
- ✓ I'm not sure where to start my journey.

Our Recommendation

Train the Trainer

This capacity building program is designed for those who want to deepen their understanding of the costs of caring: secondary traumatic stress and empathic strain.

This is not a traditional “train the trainer” program. Rather than offering a plug-and-play script, we help you build confidence and capacity to support your team’s well-being.



What you will gain from this program:

- A clear understanding of how to adapt policies, practices, and policies to support trauma-exposed workplaces.
- The skills and resources to deliver workshops on empathic strain and secondary traumatic stress.
- Insight into how to adapt existing wellness initiatives to better address the complexity of trauma-exposed work.

Which of the following apply to your team?

- ✓ We need more guidance on effectively managing critical incidents.
- ✓ We need to increase the level of psychological safety and trust within our teams and across departments.
- ✓ Our implementation team feels overwhelmed about where and how to start.
- ✓ We want to develop better ongoing peer and mutual support initiatives but are unsure which strategies are sustainable.

Our Recommendation

Debriefing & Mutual Support

This capacity building program helps you build a tailored, organization-wide support plan.

This means that your people will know *when, why,* and *how* to support one another across the full spectrum of workplace challenges—from critical incidents to the daily wear of trauma-exposed work.



At the end of this program, you will have a customized plan that your team will use to:

- Manage critical incidents
- Support one another in the aftermath of difficult situations
- Build buffers against the day-to-day stress of complex, trauma-exposed work

Which of the following apply to your team?

- ✓ The complexity of cases is increasing and our staff need more support.
- ✓ Past trauma-informed initiatives have not resulted in meaningful or lasting change.
- ✓ Our team understands the principles of trauma-informed practice, but struggle to translate that knowledge into practice.
- ✓ There are concerns about the quality of our services and service user satisfaction levels.

Our Recommendation

The Trauma-Informed Organization

Becoming a trauma-informed organization simply means understanding how stress and adversity affect people, and then using that understanding to create workplaces where staff can do their best work.

However, it is often easier to understand the “why” of trauma-informed practice than the “how.” This capacity building program helps you put that understanding into action.



What you will gain from this program:

- An understanding of what trauma-informed practices *actually* looks like in your workplace.
- A toolbox of individual and organizational-level strategies and practices.
- Implementation support to overcome common barriers and friction.



Still not sure which program is the right fit?



Contact our team to learn more



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