

Relative Response Team

Course Outline



TARGET AUDIENCE

Personnel who are part of the Onshore Relative Response Team or any personnel that may be required to interact with the Next of Kin or Emergency Contacts of Company Employees in the event of an emergency.



ATTENDEES

Maximum 6 per course



DURATION

1 or 2 Days

(Depending on number of attendees)



LOCATION

The purpose built Malaysian ERSC, Kuala Lumpur

OR

At your company's location

Anywhere in the world



COMPETENCY VERIFICATION

Multiple Practical scenario simulations involving actual verbal interaction with Next of Kin and external contact role players

THIS IS A NO PASS or FAIL COURSE

Global Client Feedback Rating



INTRODUCTION

The individuals involved in interacting with Relatives, Next of Kin or designated Emergency Contacts in the event of employee injury during emergency is arguably the most stressful and difficult role of anyone involved in Emergency Response. Unfortunately, it is typical that these individuals, who are generally thrust reluctantly into the role, are given very little or no training.

This program is designed to give them the skills, tools and CONFIDENCE that will at least help and prepare them should they ever be needed to interact and need to be the bearer of bad news to the family and loved ones of the company's most important asset – their PEOPLE.

A small investment in the preparedness of these people BEFORE they are required to pick up the telephone to loved ones, has the potential to save a lot more in reputational damage of a company should exposure to this delicate and stressful process be overlooked. Through both theory and practical simulations, this training prepares them with skills to break bad news, face the inevitable difficult questions from distressed loved ones and also help ensure they fulfil their responsibilities whilst adhering to the company's aims and priorities throughout the response process.

REGROUP

Please contact us for additional information, options or a formal quotation.

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