

WS3 Supporting aid workers at the end of their assignments

How could this workshop make a difference to your practice as a manager?

Whether your organization is responsible for sending a small number of volunteers overseas each year or deploying delegates on a regular basis, it is vital that appropriate management and care of personnel is executed at all phases of deployment. It is not uncommon for returning personnel to exclaim that the period of returning home is one of the most difficult and challenging phases of deployment. This can be a destabilizing experience given that such challenges are not always anticipated even though the assignee's social networks, home and work environments are so familiar.

This workshop will provide a systematic and integrated approach for updating your organization's practices of supporting returning personnel from deployments. Managers who hold specific roles and responsibilities for the end-of-assignment & deployment phases of human resource management will find this workshop practical and applicable to integrate into current management protocols.

What are the topics covered in the workshop?

- The re-entry and re-integration experience
- Goals of a successful reintegration
- Contextual factors that impact the reintegration experience
- Individual factors that influence the reintegration experience
- The organization's key role in mitigating re-entry and reintegration issues
- Process factors that successfully mediate the reintegration experience
- The organization's responsibility in supporting re-entry and reintegration
- Workplace health & safety issues
- Factors that enable a successful reintegration
- Referral and other support options (medical, legal, psychological, vocational, alumni)
- Organizationally facilitated individual processes – simulation & role play
- Organizationally facilitated small group processes – simulation & role play

What are the take-aways from this particular workshop?

An evidence based approach for supporting the re-entry and reintegration of aid workers from deployments overseas. Targeted psychology that can be readily integrated into current management practice. A folder of resources and feedback from skill practice components of the workshop.

How is the training conducted & facilitated?

Training is conducted in small groups to ensure that training is tailored to meet the needs of workshop participants. All training is designed specifically for the context of managers working in international humanitarian or development agencies. Participants are invited to share their goals and level of experience with the facilitator prior to the training.

Workshops are facilitated in a strongly interactive and specifically contextualized way for those working in the international humanitarian and development sector. Workshops aim to be engaging and may use a variety of training & learning modalities such as contextualization, case examples, participant experience, application of frameworks, demonstration, mini seminars (based on research & practitioner experience), reflective activity, mapping & analysis, group discussions, brainstorming,

problem-solving, film clips, hypotheticals and simulations, quizzes, participant-led presentations, role plays (for trying out new skills), coaching and structured peer consultation processes.

Who is the facilitator?

Amanda Allan is the facilitator of this training. She is a psychologist with extensive experience working with international aid agencies, humanitarian aid workers and volunteers. Her work is largely informed by years of professional practice in counselling, briefing & debriefing, facilitating, consulting, mentoring, coaching and education as well as research undertaken as a PhD student at the University of Melbourne over a prolonged period. Amanda led the first Australian 3-day forum in 2003 that envisioned a charter for systematically strengthening the psychological support of aid workers involved in humanitarian work. She also founded the Mandala Foundation and was its executive director up until 2012.

Is there any follow-up to the training such as coaching and mentoring or further training opportunities?

A feature of Amanda's training is not only its tailored approach but the opportunity for follow-up mentoring or coaching. This is offered on a small group basis or individually by Skype or phone. Amanda also offers regular peer consultation opportunities for participants who have attended her workshops previously and who are interested in an opportunity for review, reflection, reinforcement or refreshment of concepts covered in previous workshops.

Workshop date: Please enquire

Workshop commences: 9.30am

Workshop concludes: 5.00pm

Workshop venue: To be negotiated

Workshop fee: Per participant fee: AUD \$ 352.00 (incl. gst)

[venue, catering and facilitator travel costs additional]

Enquiries? Email: workshops@thehumanitarian.com.au or phone 1300 057 303