

Supporting Distressed Clients

Wednesday 8th July 9.30am to 12.30pm

Zoom Webinar Hosted by Refugee Resource

For more information and to enrol via email, please send a completed enrolment form to Rod Diaz at roddiaz@refugeeresource.org
Or call 07946 565836

What is the aim of this webinar?

The aim of this webinar is to enhance knowledge, skills and abilities required to support distressed refugees, asylum seekers and vulnerable migrants

This course will provide an outline on how to:

- Understand the nature of stressors in our client group
- Identify common signals of distress in a client, as they arise
- Respond in the most appropriate way to alleviate immediate distress experienced by a client
- Take appropriate follow up action to best support the distressed client moving forward

Who is the webinar for?

The course is for volunteers and frontline staff from refugee support agencies who support sometimes distressed clients as part of their frontline role, who need to -

- Understand the stressors clients face
- Identify when a client is experiencing or approaching high levels of distress
- Mitigate the effects of distress on clients through responsive supportive action
- Take necessary follow up action to continue to support the distressed client

By the end of the webinar, participants will be better able to -

- Describe the types of stress levels clients experience
- Identify common warning signs clients may be becoming / are distressed
- List ways to mitigate / deescalate client stress levels
- Describe how to take further action to help alleviate client stress levels