ACCA Education schedules second series of online Workshops for June and July 2022.

The successful Managing Challenging Behaviours, and Casual Counsellor workshops from 2021 and early this year in 2022 proved that ACCA members are invested in furthering their professional knowledge in areas and topics relevant to the work they do every day with bereaved and grieving families.

ACCA Education along with Relationships Australia Victoria (RAV), have developed the next two online workshops in the current series, and will be delivering **Professional Boundaries in the Workplace**, along with **Managing Vicarious Trauma**. Each of these workshops have been specifically designed for those working in the cemetery, crematoria and funeral sectors.

And in addition, we have designed both of the workshops to allow staff to participate in a workshop geared for them, and then a second workshop for those team leaders, managers, or supervisors who are guiding staff through these situations on a daily basis.

- ***Professional Boundaries In The Workplace***
- ***Leading Teams Through and Setting Professional Boundaries***

- ***Managing Vicarious Trauma***
- ***Supporting Staff and Teams Experiencing Vicarious Trauma***

About Professional Boundaries in the Workplace

Workshop duration: 3 hours

Mode of delivery: Online (using zoom technology)

Date: 30 June

Time: 12.30pm – 3.30pm

Overview

Working in the Cemeteries, Crematoria or Funeral sector, requires supporting individuals, couples and families through various forms of trauma, grief and loss. During these times, clients can become stressed and often demanding. Ensuring we maintain professional boundaries that are legal and ethical and within our organisational frameworks is important. It protects both clients and yourself, from physical and emotional harm, and helps to maintain a safe working environment for you and clients.

Sometimes you may encounter challenging situations in your work which can make maintaining these boundaries difficult. These situations require you to have a clear understanding of your role and ethical principles, and the organisation's policies and code of conduct. It is also important for workers to be clear and assertive with clients about the boundaries of their role and what is appropriate behaviour.

By the end of this workshop, participants will be able to:

- Understand professional boundaries, ethical and professional behaviour
- Understand the difficulties in navigating through professional boundaries
- Set clear expectations and boundaries with clients
- Understand the boundaries of professional roles and when to refer to other services
- Manage ethical dilemmas and client expectations
- Maintain physical and emotional safety
- Develop reflective practices and self-care strategies

What participants need for the workshop:

- Access to a device, laptop or monitor
- Headphones/earphones
- Speakers
- Wifi/internet access
- Webcam device/camera
- Quiet learning space

About Leading Teams through & setting Professional Boundaries in the workplace

Workshop duration: 3 hours

Mode of delivery: Online (using zoom technology)

Date: 8 July

Time: 12.30pm – 3.30pm

Overview

During times of grief and loss, clients can become demanding, or from time to time our staff may become emotionally attached or connected with a client during their grief and loss experience. As leaders, we need to ensure we provide organisational frameworks that protect our staff, enabling them to maintain professional boundaries that are legal and ethical. This protects clients, organisations and staff from physical and emotional harm, and helps to maintain a safe working environment.

Managing challenging situations in your work can make maintaining boundaries difficult, and as leaders we need to be able to identify, respond and support staff. Through this workshop we will provide the skills and understanding to be able to effectively set and address professional boundaries within your teams.

By the end of this workshop, participants will be able to:

- Understand professional boundaries, ethical and professional behaviour
- Understand the difficulties your staff may experience in navigating through professional boundaries
- Know how to set clear expectations and frameworks with your staff for setting boundaries with clients
- Provide strategies to identify and respond to breaches of professional boundaries, and referrals
- How to manage ethical dilemmas with staff and clients
- Maintain your physical and emotional safety
- Develop reflective practices and your own self-care strategies, and supporting staff with their self-care

What participants need for the workshop:

- Access to a device, laptop or monitor
- Headphones/earphones
- Speakers
- Wifi/internet access
- Webcam device/camera

About Managing Vicarious Trauma

Workshop duration: 3 hours

Mode of delivery: Online (using zoom technology)

Dates: 21 or 28 July

Time: 12.30pm – 3.30pm

Overview

Working in the Cemeteries and Funeral sectors, the conversations of death and dying, and working with grief and loss, hearing about another person's trauma and witnessing their associated distress occur daily, which can result in vicarious trauma. Over time, this work-related exposure to clients' trauma can have a significant impact on your wellbeing.

This workshop will explore different types of trauma and how they can impact staff and organisations. Factors that enhance and undermine resilience will be discussed and explored and how to identify vicarious trauma. We will also outline strategies that you can use to manage vicarious trauma and maintain your own wellbeing at work.

Learning outcomes

By the end of this workshop, participants will be able to:

- understand the nature and impact of vicarious trauma
- identify tools for monitoring your own personal and professional wellbeing
- identify strategies to reduce your risk, and the risk of others, of experiencing vicarious trauma
- recognise the signs and symptoms that may indicate vicarious trauma is affecting your wellbeing and work
- incorporate practices that support resilience and sustainability into work routines
- strategies to manage your own self-care and wellbeing when addressing Vicarious Trauma

What participants need for the workshop:

- Access to a device, laptop or monitor
- Headphones/earphones
- Speakers
- Wifi/internet access
- Webcam device/camera
- Quiet learning space

About Supporting Staff and Teams Experiencing Vicarious Trauma

Workshop duration: 3 hours

Mode of delivery: Online (using zoom technology)

Dates: 22 or 29 July

Time: 12.30pm – 3.30pm

Overview

Vicarious Trauma occurs for staff when dealing in their daily conversations of death and dying and working with grief and loss. This includes tasks such as hearing about another person's trauma and witnessing their associated distress, or reading and preparing documentation relating to the death of a client. Over time, this work-related exposure to clients' trauma can have a significant impact on the wellbeing of your staff.

This workshop will explore as leaders, identifying different types of trauma in others and how they can impact staff and organisations. This workshop will also explore factors that enhance and undermine resilience and how to identify vicarious trauma in others. We will also outline strategies that you can use to manage vicarious trauma within your teams, and maintain your own and your staff's wellbeing at work.

Learning outcomes

By the end of this workshop, participants will be able to:

- understand the nature and impact of vicarious trauma
- identify tools for monitoring the personal and professional wellbeing of your team
- identify strategies to reduce the risk of others experiencing vicarious trauma
- recognise the signs and symptoms that may indicate vicarious trauma is affecting your staff's wellbeing and work
- incorporate practices, tools and resources that can be used to support resilience and sustainability into work routines within your team/s
- strategies to manage your own self-care and wellbeing and that of your team/s

What participants need for the workshop:

- Access to a device, laptop or monitor
- Headphones/earphones
- Speakers
- Wifi/internet access
- Webcam device/camera
- Quiet learning space