

BUILDING A BRIDGE FROM SCIENCE TO PRACTICE

Online Certification in Business Continuity Human Factors



eLearning Academy



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As one of the nation's leading sources of expertise in disaster-related behaviors, XBRM™ has developed a unique online learning opportunity to explore the human factors in emergency preparedness and response. The concise, convenient and affordable e-learning segments are designed to bring useful and practical behavior-based information to all types of professionals involved in the emergency management and disaster recovery cycle. Courses include downloadable, printable workbooks, expert online instruction and credit toward BCPH™ (The Human Factor in Business Continuity Planning) Certification.



Course Offerings:

> **Disaster Psychology 101: Foundations of Disaster Human Factors** (Course #HF101)

Disaster Psychology 101 is an awareness level program intended for anyone involved in any phase of emergency management, disaster recovery planning or business continuity. The program addresses both the emotional and behavioral response to disasters, violence and public health emergencies and introduces strategies and techniques for managing the psychosocial impact of crisis events.

You will learn...

- The psycho-social impact of disasters, terrorism and other violent events
- The three types of behavioral responses to disasters
- Typical and atypical emotional reactions
- Phases of individual, community and organizational response to disasters
- Rapid assessment and triage of disaster-affected individuals
- How to develop effective behavioral countermeasures
- Elements of effective psychosocial support and intervention

> **Behavioral-based Emergency Preparedness and Response (BEPR)** (Course #HF102)

Emergency and disaster policies, plans and exercises must be based on what people are most likely to do. An incomplete or inaccurate understanding of human behavior in disasters can lead to responses that are ineffective, inappropriate and in some instances, potentially dangerous. Emergency managers and decision-makers have a responsibility to understand and stay current with disaster behavioral research. This program introduces must-know information to help decision-makers form accurate behavioral assumptions to guide their planning efforts.

You will learn...

- Myths and facts about disaster-related behaviors
- Current research finding about human behavior in disasters and emergencies
- Tactical psychology: Using clinical information for its tactical value
- Integrating human factors into policies, plans and exercises
- Special considerations for essential employee and their families

> **Managing the Psychological Consequences of CBRNE* Terrorism** (Course #HF103)

The true tool of the terrorist is not chemical, biological or radiological...it is psychological. Terror is fear, and terrorists seek to create and manipulate levels of fear to achieve their strategic goals. Acts of unconventional terrorism, using chemical, biological, radiological and nuclear materials, can result in unique and complex medical and emotional consequences. To develop effective countermeasures and strategies for consequence management, planners must be fully aware of the powerful psychological effects of these exotic hazards.

You will learn...

- The strategic use of CBRNE agents in terrorism
- Psychological reactions to acts of conventional vs. unconventional terrorism
- Terror-producing aspects of CBRNE events
- Behavioral and cognitive responses to CBRNE agents
- Group, crowd and mob behavior in CBRNE incidents
- Short-and long-term mental health implications
- Behavioral countermeasures and consequence

*CBRNE = Chemical, Biological, Radiological, Nuclear, Explosive

> **Human Factors in Pandemic Influenza Planning** (Course #HF104)

Public health crises, such as influenza pandemics and other contagious disease outbreaks, represent potentially long and complex emergencies requiring a thorough understanding of both medical and behavioral consequence management. Possible travel restrictions, shortages of critical supplies, and high casualty rates add to the emotional and behavioral challenges that can complicate planning and response activities. No pandemic preparedness plan should be considered complete until the behavioral response to this threat is appropriately addressed.

You will learn...

- Behavioral facts & myths in a pandemic
- Psychological, social and economic impact of a pandemic
- Ethical and moral challenges for policy-makers
- Emotional and behavioral consequences of mass casualty incidents
- Strategies and techniques for behavioral consequence management in a pandemic
- Strategies for building psychological resilience in long and complex emergencies

> **Psychological First Aid Responder Training** (Course #HF105)

Psychological First Aid (PFA) is as natural, necessary and accessible as medical first aid. The Psychological First Aid Responder training program provides the knowledge and skills necessary to assist people with the immediate emotional distress resulting from an accident, injury or sudden shocking event. As with basic medical first aid skills, responders don't need to be doctors, nurses or trained mental health professionals to provide initial care to those in need. Early psychological support can alleviate suffering and reduce the likelihood lasting emotional problems. XBRM is one of the nations leading providers of Psychological First Aid Responder training, and our training model is easy to learn, easy to remember and easy to use during real-time emergencies.

You will learn...

- The role of the PFA responder in a crisis
- Common emergency stress reactions (ESRs)
- ESR response guidelines
- Assisted coping techniques
- Supportive communication skills
- Fear management strategies
- Restoring emotional equilibrium with the P-D-C approach (Protect-Direct-Connect)
- Verbal de-escalation skills for assisting agitated individuals

> **Hostility and Rage Management (HARM)** (Course #HF106)

Hostility and Rage Management skills are essential for anyone working in crisis and emergency management. Disasters and crises are emotionally-charged events that can result in angry and aggressive behaviors in individuals and groups. Such emotional reactions can become an obstacle in effective emergency response and a danger for responders. Hostility and Rage Management (HARM) is a dynamic skill-building program for anyone likely to encounter emotionally agitated, hostile and/or aggressive behavior in a crisis situation. The HARM program introduces early warning signs for the detection of potentially hostile individuals; strategies for verbal de-escalation; and personal safety skills for escaping aggressive or violent encounters.

You will learn...

- Emotional and physical consequences of hostile encounters during disasters and emergencies
- Recognize and defuse acute anxiety, anger and hostility in the emergency environment
- Apply a 3-step model to the management of fear and anxiety
- Verbal and non-verbal de-escalation techniques
- Increase disaster/crisis responder safety
- Anticipate flashpoints in groups, crowds and mobs

> **TeleCrisis™ Skill Development: Telephone Skills in Disasters and Emergencies** (Course #HF107)

Call center personnel, telephone operators and receptionists can play a critical role in an organization's management of crisis and emergency situations. XBRM offers comprehensive training and desktop software to prepare tele-professionals to manage the full-spectrum of crisis situations, ranging from irate, rude and abusive callers, to bomb threats, kidnapping and CBRNE terrorism. TeleCrisis™ training builds the skills and confidence necessary to handle high-pressure, high-consequence telephone contacts.

You will learn...

- Crisis communications skills
- Verbal de-escalation techniques
- Assist irate, angry and/or abusive callers
- Handle threats of violence to self or others
- Threat reception and response
- Threat data capture and documentation
- Active stress management techniques to maintain calm and focus

XBRM also offers advanced e-learning programs in:

Risk & Crisis Communications (Course #HF108)

Key Employee Emergency Planning (KEEP) (Course #HF109)

Stress Management for Leaders, Planners, & Responders (Course #HF110)

Visit XBRM online at www.xbrm.com to learn more about the Human Factors e-Learning Academy and these unique professional development opportunities.



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