

Operationalising an introduction to basic psychosocial support, components to include: self-care and basic listening and communication skills delivered through 30-60mins (usually online) course



Title of training programme	Source	Components	Course length	Methodology	Languages	Location (online link)
Basic Psychosocial Skills: Training for COVID-19 Responders	IASC MHPSS Basic skills guide is the reference source. Online adaption created by WHO and University Technology Sydney (used by Icelandic RC)	<p>"Module 1 - focuses on personal well-being and ways of keeping one's self, healthy</p> <p>Module 2 - explores supportive communication in everyday interactions. This includes learning about supportive conversation, active listening practice and reflection</p> <p>Module 3 - provides a practical framework to enable helpers to support others to problem-solve and make healthy decisions. It explores how to support people with specific problems, how to link with other agencies and how to help people further develop their skills in effective problem-solving</p> <p>Module 4 - examines how to recognise and help people manage when in a heightened emotional state. It explores distress and how it may manifest in different people, providing participants with tools that can be used to help alleviate distress."</p>	45-60 mins	Self paced. Online. Free. 4 modules. Its says it focuses on COVID responders, but its so general it applies to almost any situation.	English	http://open.uts.edu.au/COVID-19-responders-en.aspx
Mental Health First Aid	Netherlands Red Cross	<p>Components:</p> <ol style="list-style-type: none"> 1. Mental Health First Aid: The method; 2. Taking care of others; 3. Taking care of yourself; 4. Test 	45-60 mins	Self paced Online e-module for all RC staff and volunteers who interact with the public. There is a test at the end and you develop a personal 'self-care' plan 2-pager.	Dutch & English	Please contact epluijmers@redcross.nl for more information

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An Introduction to Giving Basic Psychosocial Support	British Red Cross	Components- <ol style="list-style-type: none"> 1. Understanding Psychosocial Support 2. Introduction to CALMER; 3. Empathy and Sympathy; 4. The Importance of Wellbeing, Dignity and Respect; 5. Wellbeing the CALMER way; 6. Understanding Trauma; 7. Safe Conversations around Suicide; 8. Group Dynamics and Decision Making; 9. Trauma Informed Approaches. 	45-60 minutes, please note this isn't a course but a playlist of short videos which together can provide a basic introduction to how to deliver basic psychosocial support There are also a range of other resources such as videos and quizzes for those who want more.	YouTube videos to watch and reflect on which cover: the key principles of psychosocial support; self care; promoting our own wellbeing; listening skills; and promoting dignity and respect. Also introduced are the basics of: understanding trauma; safe conversations around suicide; group dynamics and decision making and trauma informed approaches.	English	https://www.redcross.org.uk/about-us/what-we-do/psychosocial-support
Mental Health and Coronavirus Online Training Course	British Red Cross	"Components: <ol style="list-style-type: none"> 1. What is psychosocial support 2. Reactions to an abnormal event 3. Common reactions to crisis 4. Powerful emotions 5. Isolation and loneliness 6. Resilience and wellbeing 7. The 6Rs of resilience (self-care) 8. The CALMER framework (delivering support)" 	45-60 minutes	Online e-module for anyone who wishes to enrol for free. Supplemented by a range of other resources including videos and quizzes.	English	https://resources.redcrossfirstaidtraining.co.uk/mental-health-resources-hub
Self Care eLearning	Australian Red Cross	Topics include: What is stress? Wellbeing. Support available for ARC people. Self care strategies and self care resources	30-60 mins	Self-paced online e-module for ARC emergencies staff and volunteers.	English	Available through the ARC learning gateway only (at this time). However happy to share the file if helpful
Baisc Psychosocial Support	Danish Red Cross	Topic include: Introduction to DRC's PSS work, crisis, stress and psychological first aid, maintreaming PSS into my activities as a volunteer	30 mins	Self-paced online e-module for volunteers	Danish	http://elearning.drk.dk/medmenneskelighed-i-praksis/
Coping with Deployments: Introduction to Psychological First Aid for Military Families	American Red Cross	Section 1: Introduction to Course - Provides an overview of the course, objectives, and handbook. Section 2: Psychological Resilience - Introduces 10 ways to build resilience and the common sources of stress for U.S. military families. Section 3: Psychological First Aid - Provides the guidelines for practicing PFA, the 12 PFA actions, and two exercises for practice. Section 4: Resources and Making Referrals - Includes referral information, mental health crisis information, and self-care. Section 5: Closing	45-60 mins	Live-run session with a mental health facilitator. Can be provided virtually or in person.	English and Spanish per Spanish-speaking instructor	Requests for course made through www.redcross.org or via the American Red Cross Hero Care Application.

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Coping with Deployments: Using Psychological First Aid and Building Resilience in Military Children	American Red Cross	<p>Section 1: Introduction to Course - Provides an overview of the course, objectives, and handbook.</p> <p>Section 2: Helping Children in Military Families Build Resilience - Teaches developmental considerations, symptoms of stress in children, common responses for children during a caregiver's deployment, building resilience in children, and a practice exercise.</p> <p>Section 3: Psychological First Aid for Children - Provides the guidelines for practicing PFA with children.</p> <p>Section 4: Resources and Making Referrals - Includes referral information, mental health crisis information, and self-care.</p> <p>Section 5: Closing</p>	45-60 mins	Live-run session with a mental health facilitator. Can be provided virtually or in person.	English and Spanish per Spanish-speaking instructor	Requests for course made through www.redcross.org or via the American Red Cross Hero Care Application.
Coping with Change in the Military: Psychological First Aid for Service Members, Veterans and Families to Navigate Transitions in a Military Setting	American Red Cross	<p>Section 1: Introduction to Course - Provides an overview of the course, objectives, and handbook.</p> <p>Section 2: Psychological Resilience - Teaches 10 ways to build resilience and discusses transition-related stresses for U.S. military and their families.</p> <p>Section 3: Psychological First Aid - Provides the guidelines for practicing PFA and two exercises for practice.</p> <p>Section 4: Resources and Making Referrals - Includes referral information, mental health crisis information, and self-care.</p> <p>Section 5: Closing</p>	45-60 mins	Live-run session with a mental health facilitator. Can be provided virtually or in person.	English	Requests for course made through www.redcross.org or via the American Red Cross Hero Care Application.
Coping with Change in the Military: Psychological First Aid for Helping Military Children Cope with Transitions	American Red Cross	<p>Section 1: Introduction to Course - Provides an overview of the course, objectives, and handbook.</p> <p>Section 2: Helping Children of Military Families Build Resilience - Teaches children's stress reactions, ways to help children cope and build resilience, and the four age groups.</p> <p>Section 3: Psychological First Aid for Children - Provides the guidelines for practicing PFA for children.</p> <p>Section 4: Resources and Making Referrals - Includes referral information, mental health crisis information, and self-care.</p> <p>Section 5: Closing</p>	45-60 mins	Live-run session with a mental health facilitator. Can be provided virtually or in person.	English	Requests for course made through www.redcross.org or via the American Red Cross Hero Care Application.
Introduction to Psychosocial Support	New Zealand Red Cross	"Topics covered include how disasters affect people and communities, what psychosocial support is, NZRC PSS roles and activities, Hobfoll's Five Elements, Five Ways to Wellbeing and preparing for PS impacts"	Online learning module (30 mins) or face-to-face (45-75 minutes)	"Internal NZRC - Self-paced online or facilitator-led training External to community groups - face-to-face facilitator-led only"	English	Online module available through the NZRC learning platform Aspire. Happy to share online and face-to-face content.

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Introduction to PFA - Caring for Ourselves and Others	Canadian Red Cross	Introduction to basic psychosocial support, caring for ourselves, building resilience, understanding stress, common stress reactions, loss and grief, clients with special attention, do no harm and listening to others	35 mins	Online	French and English	"English: https://www.youtube.com/watch?v=9DvHSJ5Bsg8 French: https://www.youtube.com/watch?v=sjm3t5xNT0o ."
PFA - Self care (module 1)	Canadian Red Cross	Module 1 of the PFA course on Self-Care course, where participants learn the effects of stress, and to prevent, recognize, and cope with stress with an emphasis on building and using a personal self-care plan.	60 mins (or face to face as part of 1 day certification course)	"Self-directed eLearning (facilitated session) "	French and English	Requests made through CRC to access learning platform
PFA - Caring for Others (module 2)	Canadian Red Cross	Module 2 of the PFA course where participants understand how to recognize when a person is in distress and how to offer support. Framework for Look-Listen-Link-Live.	60 mins (or face to face as part of 1 day certification course)	Self-directed eLearning	French and English	Requests made through CRC to access learning platform
Psychological First Aid COVID-19 Add On: Elders, Children and Families	Canadian Red Cross	Add-on to full PFA course supporting understanding of the context of and possible reactions to the pandemic for specific target groups.	31 mins	Self-directed eLearning	French and English	Requests made through CRC to access learning platform
Psychological First Aid COVID-19 Add On: Remote Support	Canadian Red Cross	Add on to full PFA course supporting CRC personnel working virtually to deliver basic PSS.	39 mins	Self-directed eLearning	French and English	Requests made through CRC to access learning platform
Psychological First Aid COVID-19 Add On: Populations in Situations of Homelessness	Canadian Red Cross	Add on to full PFA course supporting CRC personnel working to support people experiencing homelessness/unhoused people (context specific)	32 mins	Self-directed eLearning	French and English	Requests made through CRC to access learning platform
Psychological First Aid COVID-19 Add On: Traumatic Loss	Canadian Red Cross	Add on to full PFA course supporting CRC personnel working with grief/traumatic loss due to the pandemic including those dealing with end-of-life care/death (context specific)	30 mins	Self-directed eLearning	French and English	Requests made through CRC to access learning platform
Services and Mission of the FRC Program 'Red Cross Listening'	French Red Cross	"Module 1: Presentation of the Program 'Red cross listening'. Module 2: Red Cross Listening and the Covid-19 Context. Module 3: Mission and Objectives. Module 4: Context: framework and limits. Module 5: Ethical rules. Module 6: Means of implementation."	15 min	Self-directed eLearning	French	https://storage.googleapis.com/formation-benevoles/CRE_1/index.html#/
Including psychosocial support in Red Cross activities	French Red Cross	"Module 1: Mental Health and psychosocial support Module 2: 1rst Psychological aid Module 3: Adapting psychosocial interventions to the Covid-19 context Module 4: Taking care of ourselves"	60 min	Self-directed eLearning	French	https://formation-benevoles.croix-rouge.fr/module8/#/

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Grief	French Red Cross	"Module 1: Stages of grief Module 2: Empathy tiredness Module 3: Defence mechanisms"	15 min	Self-directed eLearning	French	https://formation-benevoles.croix-rouge.fr/le-deuil/#/
Self-care	French Red Cross	"Module 1: Being everywhere one needs us Module 2: Difficulties and stress origins Module 3: Reducing the risks Module 4: Taking a step back, yes but why and for who? "	30 min	Self-directed eLearning	French	https://formation-benevoles.croix-rouge.fr/prendre-soin-de-soi/#/
Suicide Prevention	French Red Cross	"Module 1: Why do we feel helpless when somebody shares dark thoughts? Module 2: Is a sad person always at risk? Module 3: How to react with somebody in distress? "	15 min	Self-directed eLearning	French	https://formation-benevoles.croix-rouge.fr/accueillir-une-personne-qui-parle-de-suicide/#/
Introduction to Psychosocial Support: Community Information Session Toolkit	Australian Red Cross	"Topic 1: Understanding psychosocial support Topic 2: The key elements of psychosocial support Topic 3: Providing good care Topic 4: Conducting psychosocial support Topic 5: Caring for ourselves while supporting others Topic 6: Referring people to professional support Topic 7: Recovering from disaster Topic 8: Act on stress Topic 9: Supporting children to recover Topic 10: Look, Listen, Link"	Each topic 10-15 mins	Face to face	"English, Arabic, Chinese (Simplified), Chinese (Traditional), Dari, Farsi, Hindi, Nepali, Punjabi, Spanish, Tamil, Turkish, Vietnamese. NB the translations need to be properly tested with communities / native speakers. The translations were all done by a professional translation service. We welcome any feedback from National Societies or people fluent in any of the above languages on any issues people might pick up. People can get in touch with me directly or email recovery@redcross.org.au "	https://www.redcross.org.au/communitypss/
Psychological First Aid	Danish Red Cross	E-learning course. Welcome; About Psychological First Aid; Look, Listen & Link; How to take care of yourself; Collection/ Donation	Each topic around 10 mins	E-learning	Danish	fabo.org/rodekors/psykiskforstehjælp
Mental Health at Work (Wellbeing support at work)	British Red Cross	"Contents: <ul style="list-style-type: none"> individual reactions to a difficult situation window of tolerance powerful emotions and ambiguous loss effective communication and active listening identifying the needs of others, effective responses, resources, and support strategies building resilience and coping skills." 	60 mins	Self-paced online learning for all employers and employees. Developed for an external audience but also suitable for all RC staff. A small charge may apply.	English	Please contact lfernand@redcross.org.uk for more information