



# RELATIVE RESPONDER TRAINING

Dealing with relatives is one of the hardest tasks in emergency response and Restrata ensure that they deliver high quality training to acknowledged standards in an appropriate and sensitive manner.

The Restrata team delivering this training are typically highly experienced former Police Officers, Industry Professionals and Crisis/Hostage negotiators with many years of real experience dealing with families during one of the most traumatic times of their lives.

Relative Responder Training is a full day course designed to be relevant to each company's specific process whilst using industry best practice complemented by a mix of interactive presentations and call handling. Each session shall include:

- Training session to cover the role of the Relative Response Team and call handling, with skills practice based upon a scenario appropriate to the client
- Practical experience of call handling, to allow delegates an opportunity to experience dealing with different types of calls from concerned relatives
- Provision of a Relative Response handbook with guidance and checklists
- Evaluation of the training and production of a Post-Training Report (PTR)

## Who should attend?

Any member of an organisations Emergency Response or Relative Response team

## Course duration

1 day

## Delivery method

The course can be delivered face to face with practical role play or an amended course is available remotely via webinar.

To find out more information or to book a course please contact:



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