



THE KONTERRA GROUP

Staff & Teams Training Catalogue

KonTerra delivers practical, evidence-informed training for people working in demanding, high-stress, high-exposure, and complex environments. Our sessions translate psychological research and decades of experience supporting organizations around the world into practical strategies people can use in their work and lives.

Every engagement can be tailored to your workforce, operating context, and learning objectives. Training can be delivered virtually or in person, as standalone sessions or as part of a broader learning program.

★ **Frequently requested training** – look for this symbol throughout the catalogue.

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1. Wellbeing & Resilience in Demanding Work

Build practical skills that help people manage stress, protect their wellbeing, and sustain themselves in demanding roles.

★ Managing Stress and Building Resilience in Demanding Work

Help staff understand what sustained stress does to the mind and body—and what actually helps. Participants leave with practical, evidence-informed strategies for managing pressure, maintaining wellbeing, and strengthening resilience.

★ Beyond Balance: Building Sustainable Work-Life Wellbeing

When demanding work follows people home, conventional advice about “work-life balance” often falls short. Explore the concept of balance in high-stress professions and realistic ways to create boundaries and protect the parts of life that most help sustain wellbeing.

Wellbeing at Work: Practical Strategies for Energy and Sustainable Performance

Wellbeing isn't only about what happens outside work. Explore practical ways to manage attention, energy, cognitive load, and recovery during the workday to make demanding and fast-paced work more sustainable.

Resilience in Practice: Skills for Managing Stress in the Moment

A highly practical session where participants try a range of strategies for regulating stress in real time—such as breathing, grounding, reframing, movement, visualization, and self-compassion—and identify techniques that work for them.

Supporting Each Other in Demanding Work: Practical Peer Support Skills

Equip staff to support colleagues without becoming counselors. Learn how to notice signs of strain, check in, listen well, maintain healthy boundaries, and help someone connect with additional support when needed.

FEATURED KONTERRA PROGRAM

KIRB® Assessment + Workshop

Turn personal insight into practical resilience-building. Participants complete KonTerra's KIRB® resilience assessment and receive an individualized report before taking part in a facilitated 90-minute workshop designed to help translate insight into action. Self-paced and standalone assessment options are also available.

2. Positive Psychology & Strengths-Based Approaches

Move beyond understanding and managing stress by helping people focus on strengthening psychological resources and practices that support wellbeing, adaptability, and resilience.

Building Psychological Capital: Hope, Efficacy, Resilience and Optimism

Hope, efficacy, resilience, and realistic optimism can all be strengthened. Explore the evidence-based Psychological Capital (PsyCap) HERO framework and practical ways to build these four psychological resources for demanding work.

★ Protecting Perspective and Building Counterweights: Positive Psychology Tools for Work Focused on Harm and Suffering

Work that requires sustained attention to harm, suffering, or wrongdoing can gradually shape what we notice and how we see the world. Explore practical ways to counterbalance this occupational “information diet,” protect perspective, and support wellbeing.

3. Burnout, Trauma & High-Exposure Work

Help staff understand, recognize, and manage some of the most significant psychological risks associated with sustained pressure and repeated exposure to trauma, suffering, harm, or distressing content.

★ Understanding and Managing Burnout in High-Stress Work

Burnout is more than feeling tired after a difficult week. Learn how burnout develops, how to recognize warning signs, and what individuals can realistically do to reduce risk, respond to emerging burnout, and support recovery.

★ Understanding and Managing Vicarious Trauma

Repeated exposure to other people's trauma can change how we think, feel, and see the world. Learn to recognize vicarious trauma and explore practical strategies for reducing its impact while continuing to do meaningful work.

★ Recognizing and Responding to Moral Distress and Moral Injury

What happens when work repeatedly confronts us with situations that violate deeply held values—or when we're unable to do what we believe is right? Explore moral distress and moral injury and practical approaches that can help.

★ Psychological Safety When Working With Graphic or Distressing Content

Repeated exposure to graphic content, sensitive media, and accounts of trauma and suffering can take a toll. Understand common reactions and learn practical strategies for managing exposure and protecting wellbeing when your work involves graphic or distressing material.

Trauma-Informed Approaches to Working With People Affected by Trauma

Understand how trauma can affect communication, memory, trust, behavior, and a person's sense of safety and control. Explore practical ways to apply trauma-informed principles when interviewing, communicating with, or supporting people who may have experienced trauma.

4. Insecure & High-Threat Environments

Draw on KonTerra's extensive experience supporting people who live and work amid insecurity, threat, instability, and prolonged crisis.

★ Maintaining Wellbeing and Resilience in Insecure and High-Threat Environments

Living and working under sustained threat creates pressures that conventional stress-management advice often doesn't fully address. Explore practical strategies for managing the cumulative effects of insecurity while protecting wellbeing, relationships, and day-to-day functioning.

Managing Anxiety and Uncertainty When Political Events Feel Threatening

When political or social developments create fears about safety, rights, stability, or the future, uncertainty can become deeply personal. Explore practical strategies for managing anxiety, protecting wellbeing, and staying grounded amid threatening events.

Need something more context-specific?

Training in this area can be tailored to current operating conditions and supplemented with practical resources addressing challenges such as evacuation, displacement, shelter-in-place, isolation, and periods of heightened threat.

5. International Assignments & Deployments

Prepare people for the distinctive personal and psychological demands of international assignments, hardship postings, and high-intensity deployments.

★ Managing Stress and Maintaining Wellbeing During Deployments

Deployments can combine long hours, intense responsibility, unfamiliar environments, shifting objectives, separation from normal supports, and limited opportunities to recover. Explore practical strategies for staying effective and protecting wellbeing during deployments.

Work-Life Wellbeing During Hardship Postings

When work and life happen in the same constrained environment, boundaries can quickly disappear. Explore ways to manage isolation, family separation, contextual threat, heavy workloads, limited recovery options, and other pressures common to hardship postings.

Preparing for and Adapting to International Assignments

Moving countries involves more than logistics. Prepare staff for the psychological and cultural transitions involved in international assignments and equip them with practical strategies for adapting, building support, and maintaining resilience.

6. Crisis & Critical Incident Response

Build practical skills for providing appropriate support when colleagues or communities have been affected by highly stressful or potentially traumatic events.

★ Psychological First Aid

When something serious happens, knowing how to help matters. Learn and practice an evidence-informed framework for providing humane, practical support that promotes safety and coping without pushing people to talk or overstepping your role.

Peer Support Following Critical Incidents

Colleagues can be an important source of support after a difficult event. Learn how to check in with affected peers, listen, provide appropriate support, recognize your limits, and help connect people with additional assistance when needed.

7. Change, Uncertainty & Organizational Upheaval

Help staff understand common reactions to uncertainty and change and build practical skills for navigating periods when familiar roles, structures, or expectations are shifting.

★ Strategies for Maintaining Wellbeing During Organizational Change and Restructuring

Restructuring, funding changes, and other organizational upheaval can bring uncertainty, loss, changing roles, and reduced control. Explore practical strategies for managing the psychological impact of workplace upheaval and protecting wellbeing through periods of significant organizational change.

Adapting to Change: Understanding Transitions and Building Resilience

Even positive change can be psychologically demanding. Understand common responses to change and transition and explore practical strategies that can help people adapt, learn, and move forward.

Navigating Uncertainty: Understanding How Uncertainty Affects Us and What Helps

Not knowing what comes next can consume enormous mental energy. Understand why uncertainty drives anxiety and rumination and learn practical ways to work with what you can control while responding more effectively to what you can't.

8. Communication, Conflict & Working Relationships

Build practical interpersonal skills for navigating difficult conversations, emotionally charged interactions, and conflict—especially when people are already working under pressure.

★ Navigating Challenging Conversations

Avoiding difficult conversations rarely makes them easier. Build confidence and practical skills for preparing for challenging conversations, communicating clearly under pressure, listening well, and addressing difficult issues respectfully and constructively.

Managing Difficult or Upsetting Calls and Conversations

Some roles require regular interaction with people who are angry, distressed, hostile, or sharing upsetting experiences. Learn practical strategies for managing your own reactions, communicating effectively in the moment, and recovering afterward.

Working Through Conflict: Practical Skills for Stronger Teams

Conflict doesn't have to damage working relationships. Understand common patterns that escalate disagreement and build practical skills for working through differences, communicating constructively, and finding a productive way forward.

9. Children & Families

Help staff and their families understand and navigate the effects that crisis, uncertainty, and demanding environments can have on family wellbeing.

★ Supporting Yourself and Your Family During Crisis and Uncertainty

Supporting a family while managing your own stress can be especially difficult during crisis. Explore practical ways to protect caregiver wellbeing, maintain connection, support children's coping, and create stability when circumstances feel anything but stable.

Understanding How Emergencies Affect Children—and What Caregivers Can Do

Children don't always respond to emergencies in the ways adults expect. Learn how reactions can vary by age and development and explore practical ways caregivers can promote safety, connection, coping, and resilience.

Don't see exactly what you need? Talk to us.

KonTerra regularly adapts existing training or develops new learning to reflect an organization's workforce, operating environment, risks, and priorities. Sessions can be delivered virtually or in person, individually or as part of a multi-session learning program. Contact your Account Manager or email info@konterragroup.net.