



KONTERRA RESILIENCE

Managers & Leaders Training Catalogue

KonTerra delivers practical, evidence-informed, interactive training for managers and leaders working in demanding, high-stress, high-exposure, and complex environments. Drawing on psychological research and decades of experience supporting organizations around the world, our sessions equip managers with practical ways to support staff, strengthen teams, and lead through challenging situations.

The topics in this catalogue illustrate the breadth of training KonTerra can provide. We work with clients to select and adapt content—and, where useful, combine topics—to reflect their workforce, leadership roles, risks, operating context, and learning objectives.

Training can be delivered virtually or in person, as a standalone session or as part of a broader manager development program. If you do not see exactly what you need, talk with us about the challenges your managers are facing and what you would like participants to take away.

Explore Training Topics

Burnout, Trauma & High-Exposure Work	2
Crisis, Critical Incidents & Insecurity.....	3
Supporting Staff Wellbeing & Building Healthy Teams.....	4
Communication, Conflict & Change	5
Additional Topics for Managers & Leaders.....	6
Go Beyond a Single Workshop	6

Burnout, Trauma & High-Exposure Work

Training that helps managers understand and reduce risks associated with burnout, trauma exposure, moral distress, graphic content, and sustained operational pressure.

Preventing and Responding to Burnout: A Manager's Role

Understand how burnout develops, how it can affect individuals and teams, and the workplace dynamics that increase risk. Explore what managers can realistically influence—from recognizing warning signs and protecting opportunities for recovery to managing expectations, buffering pressure, and responding constructively when teams are running on empty.

Managing Vicarious Trauma and Trauma Exposure in Teams

Understand how repeated exposure to other people's trauma and suffering can affect staff and teams. Learn to recognize signs of vicarious trauma and cumulative exposure, identify workplace factors that can increase or reduce risk, and strengthen the practices that help protect and support people working in trauma-exposed roles.

Supporting Teams Working with Graphic or Distressing Content

For managers of staff who regularly encounter graphic, disturbing, or sensitive material. Understand common effects of exposure, factors that can amplify risk, and signs that staff may be struggling. Explore practical approaches to safer work practices, recovery, team norms, check-ins, and support.

Recognizing and Responding to Moral Distress and Moral Injury in Teams

Understand how ethically challenging situations, constrained choices, or feeling unable to do what is right can affect staff and teams. Learn to recognize possible signs of moral distress and moral injury and explore how managers can acknowledge difficult experiences, create space for reflection and support, address contributing workplace conditions, and identify concerns that may need to be raised or addressed at an organizational level.

Operational Resilience: Sustaining Performance in High-Pressure Teams

Explore how high workload, competing demands, context switching, and sustained decision pressure can affect attention, judgment, wellbeing, and performance. Learn practical ways to recognize overload early, protect cognitive capacity and recovery, clarify priorities and trade-offs, and identify what individuals, teams, managers, and organizational systems can do to make demanding work more sustainable.

PAIRED LEARNING OPTION

Building Foundations and Shared Understanding Within Teams

Many manager sessions can be paired with corresponding all-staff training or delivered in an extended format. This establishes a shared foundation before managers focus on recognizing risks, supporting staff, and influencing team and workplace conditions.

Crisis, Critical Incidents & Insecurity

Training that equips managers and designated staff to lead and support people through critical incidents, insecurity, and prolonged crisis.

Leading and Supporting Teams During and After a Crisis

Understand how individuals and teams may respond to a crisis or highly stressful event and what supportive leadership at the team level can look like. Drawing on Psychological First Aid principles, explore practical ways to communicate, create stability, support different reactions and needs, and maintain connection and functioning.

Supporting Staff During Protracted Crisis and Insecurity

For managers leading staff who are living and working amid conflict, political instability, insecurity, prolonged threat, or other sustained crises. Explore how prolonged stress can affect people and teams and practical ways to support communication, connection, flexibility, workload, recovery, and functioning when there may be no quick return to “normal.”

Family Liaison Following a Critical Incident

Prepare managers, HR professionals, staff-support focal points, and other designated representatives to communicate with and support families following serious incidents such as injury, disappearance, detention, or death. Build practical skills for clear, compassionate, culturally sensitive communication during highly stressful and uncertain circumstances.

Supporting Staff Wellbeing & Building Healthy Teams

Training that builds practical skills for supporting staff wellbeing, recognizing distress, and creating healthier team conditions.

Supporting Staff Wellbeing: The Manager's Role

Identify the most significant pressures affecting your team and where you can have the greatest influence. Explore practical ways to manage supportively, reduce or buffer avoidable pressures, make thoughtful decisions about workload and priorities, and advocate upward for the pacing, resources, and organizational support your team needs to function sustainably.

Creating Psychological Safety in Teams

Learn what psychological safety is and what it is not. Explore leadership behaviors that make it easier for staff to raise concerns, acknowledge mistakes, ask questions, seek help, and offer different perspectives. Consider how to foster openness and trust while maintaining clear standards, expectations, and accountability.

Recognizing and Responding to Staff Stress and Distress

Learn to recognize signs that an individual or team may be struggling and respond appropriately. Explore how to check in, understand what may help, consider workplace contributors, maintain appropriate boundaries, and connect staff with additional support when needed—without trying to diagnose or counsel.

Having Supportive Conversations with Staff

Build practical skills for conversations with staff who may be struggling. Through discussion and practice, learn how to check in, listen well, respond to disclosures and strong emotion, ask useful questions, maintain appropriate boundaries, and help staff identify next steps.

Sustaining Yourself While Supporting and Leading Others

Managing others can mean carrying pressure from multiple directions while being expected to provide stability and support. Explore practical ways to manage the emotional load of leadership, protect boundaries and recovery, stay connected to meaning and purpose, and sustain your own capacity to lead through demanding periods.

Communication, Conflict & Change

Training that helps managers communicate clearly, navigate conflict, and lead teams through change and uncertainty.

Leading Teams Through Change and Uncertainty

Understand common psychological responses to change and uncertainty and explore practical ways to help teams adapt. Learn how to help reduce avoidable uncertainty, communicate through change, create stability where possible, respond to anxiety and rumination, and help people focus on what they can influence.

Leading When You Don't Have the Answers

How do you lead when information is incomplete and people want certainty you cannot provide? Explore practical approaches to decision-making under uncertainty, communicating honestly about what is known and unknown, maintaining trust, setting direction amid ambiguity, and helping teams continue to function without offering false reassurance.

Navigating Challenging Conversations as a Manager

Build skills for conversations about sensitive, uncomfortable, or contentious issues. Learn ways to prepare, manage your own reactions, listen effectively, communicate clearly, give difficult feedback, and keep conversations constructive when emotions are running high. Practice can be tailored to situations your managers commonly face.

Working Constructively with Conflict in Teams

Conflict is an inevitable part of working together—and not all conflict is a problem to eliminate. Learn to distinguish productive disagreement from conflict that is becoming damaging, understand your own responses to tension, and create conditions in which differences can be addressed constructively. Build practical skills for deciding when to encourage healthy disagreement, when to intervene, and how to respond without automatically smoothing conflict over or allowing it to escalate.

Additional Topics for Managers & Leaders

Training that addresses specific leadership responsibilities, transitions, and high-pressure situations.

- Leading Through Restructuring and Downsizing
- Supporting Staff Before, During, and After Deployments
- Supporting Teams After the Death or Serious Injury of a Colleague
- Leading During Evacuation or Relocation
- Supporting Staff with Families During Crisis and Insecurity
- Helping Teams Manage “What-If” Anxiety
- Supporting Teams Through Organizational Loss and Difficult Anniversaries
- Giving Difficult Feedback and Addressing Performance Concerns

We can also adapt existing sessions or develop new training in response to specific organizational needs.

Go Beyond a Single Workshop

Extend learning over time through related workshops, facilitated discussion, assessment, and individual development support.

Multi-Session Learning Series

Combine complementary workshops or explore a complex topic in greater depth across several sessions.

Facilitated Manager Discussion Groups

Follow training with smaller facilitated sessions where managers can apply learning to real situations, discuss challenges, and learn from peers.

Assessments & Development Tools

Use tools such as the KonTerra Inventory of Resilience Builders® (KIRB®), Leadership Circle Profile® (LCP), and DiSC® to deepen self-awareness and inform development.

Individual Coaching

Give managers and leaders confidential, individualized support to explore challenges, development priorities, and the application of learning to their role.

Ready to discuss your training and development needs?

We can help you identify, adapt, or develop training that reflects your workforce, leadership context, risks, and priorities. Contact your Account Manager or email info@konterragroup.net.