



THE KONTERRA GROUP

Managers & Leaders Training Catalogue

Practical skills for leading and supporting people in demanding environments

Managers and leaders have a powerful influence on how people experience their work—particularly when pressure and workloads are high, constant change requires agility, or staff are exposed to stress, trauma, graphic content or threat.

KonTerra’s practical, evidence-informed training helps managers in high-stress professions learn new ways to support staff wellbeing, build healthier teams, and navigate challenging situations.

Every organization and management group is different. We tailor the emphasis, activities, and depth of our training to your workforce, operating environment, and current challenges. Sessions can be delivered individually, combined into a learning series, or adapted for different levels of leadership. For senior leadership teams, we can also facilitate smaller strategic discussions and consultations around organizational pressures, workforce wellbeing, and opportunities for systemic change.

Following are descriptions of some of our most frequently requested trainings.

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Burnout, Trauma & High-Exposure Work

For deeper manager learning on topics such as burnout and vicarious trauma, these sessions can be paired with the corresponding all-staff training or delivered in an extended format. This allows managers to build a strong understanding of the topic before focusing on the specific ways they can recognize risks, support staff, and influence team and workplace conditions.

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.

Crisis, Critical Incidents & Insecurity

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 effective team-level supportive leadership 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

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 more about 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

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. Explore how managers can distinguish productive disagreement from conflict that is becoming damaging, understand their own responses to tension, and create conditions in which differences can be surfaced and worked through constructively. Build practical skills for deciding when to encourage healthy disagreement, when to intervene, and how to help teams address conflict without automatically smoothing it over or allowing it to escalate.

Other Training Topics

KonTerra can also provide targeted training on related manager and leadership topics, including:

- 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
- De-escalating Emotionally Charged Conversations

We can also develop or tailor training in response to specific organizational needs.

Go Beyond a Single Workshop

Manager development does not have to stop with a single training session. KonTerra can combine workshops with additional opportunities to apply learning, build skills, and support development over time.

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.

Talk to us.

Whether you're looking for a single workshop, a multi-session learning series, or a broader manager and leadership development program, we can help you shape an approach that fits your context. Contact your Account Manager or email: info@konterragroup.net.