MASTERCLASS · TRAINING PROGRAMME

Psychological
first aid

hygge
Organizational Mental Health Promotion Project
By João Paulo Pereira

4 HOURS / IN PERSON OR ONLINE

Prepare people to listen to, support and refer someone in acute distress. A practical programme for acting in the first minutes, safely, without improvising and without replacing specialist support.

Objectives

- Recognise signs of acute psychological distress and what requires referral.
- Approach, listen and stabilise, without intruding or minimising what the person feels.
- Apply a simple sequence of action in the first minutes of a crisis.
- Know when and how to refer, protecting confidentiality and the limits of the role.

Themes and training dynamics

20 min	**What they are and are not** Distinguish psychological first aid from therapy, advice or venting. Aims and limits of the role.
35 min	**Recognising the crisis** Emotional, cognitive and physical signs. What changes in an acute crisis and what to observe first.
40 min	**Approach, listen, protect** Three moves: make contact, listen without interrupting, connect with the help needed. Pairs practice.
10 min	**Break**
40 min	**Questions that help** What to ask and what to avoid. Phrases that stabilise and phrases that close the conversation. Short case rehearsal.
55 min	**Intervention simulation** Group scenarios: accidents, recent bereavement, suicidal ideation. Intervene, decide the referral and get feedback.
40 min	**Referring and caring for carers** Internal and external resources, records and confidentiality. Signs of wear in those who support, and self-care.

Leave with a clear intervention sequence, tested phrases and a referral plan to use in your organisation.

Being present makes the difference.

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