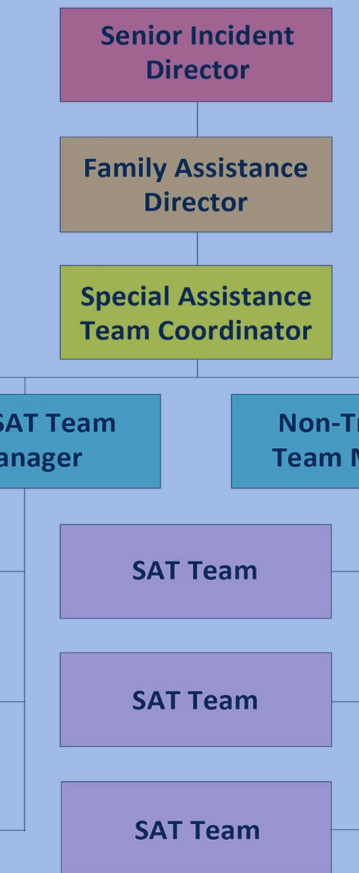


# HUMANITARIAN / SPECIAL ASSISTANCE TEAM MANAGEMENT

Leading Skilled Teams to Ensure Families Come First



**Duration:** 1 Day

**Maximum Attendance:** 25

**Format:** Extensive use of case studies, large and small group discussions, exercises/practical role-play

**Description:** This course is designed for front line managers tasked with providing care and support to survivors, friends and family members following the loss of or injury to a loved one.

The Humanitarian Assistance Team (HAT), also known as Special Assistance Team (SAT), manager must ensure that the needs of the families are met at a variety of different locations, including hospitals, airports, mortuaries and the Family Assistance Center (FAC). It is a demanding role that requires managerial skills and a broad understanding of disaster management and working with families in crisis. Management of HATs/SATs requires both a strategic overview of the response operation and the ability to communicate effectively. This training will enhance the skills of a HAT/SAT member to a managerial level and instill the confidence to manage HATs/SATs during a deployment.

## Objectives:

- Identify key strategies for being an effective HAT/SAT manager
- Understand delegation, conflict resolution, task management, and compassion fatigue
- Discuss how to meet the needs of survivors and victims family members
- Examine the administrative requirements of managing a team

## Course Content:

- Overview of centralized family assistance support centers
- HAT/SAT management
  - Delegation and supervision
  - Team and family briefings
  - Task allocation
  - Data management
  - Team dynamics and self-care
- Advance skills when helping families in crisis
  - Assessing families welfare
  - Understanding the grieving process
  - Conflict resolution
  - Compassion fatigue
- The needs of family members at different incident response locations
- Conducting family interviews

## Further Information

If you would like to know more about the Humanitarian/Special Assistance Team Management and how it can complement your existing emergency plan please email at [kenyon@kenyoninternational.com](mailto:kenyon@kenyoninternational.com) or contact any of the Kenyon worldwide offices.



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