

REGISTRANT INFORMATION (Please print)

Name to appear on Certificate (please print legibly):

Preferred Name: _____

Full Address: _____

E-mail: _____

Tel (H): _____ (O): _____

Mobile: _____ Fax: _____

Job Title : _____

Company : _____

Date : 18th (Fri) Nov 2011
Time : 9.30 am – 7.00 pm

Date : 19th (Sat) Nov 2011
Time : 9.00 am – 12.00 pm

Fees : RM 360 (inclusive of materials, certificate, lunch, & breaks)

Venue: Seminar Room 1
2nd Floor Wisma WIM,
7 Jln Abang Haji Openg
Taman Tun Dr Ismail
60000 Kuala Lumpur

presents

STRESS
MANAGEMENT
FOR THE
SERVICE
PROVIDER *



*Certification by the International Critical Incident Stress Foundation

REGISTRATION INFORMATION :

1. Please use one Registration Form for each participant.
2. Registration and signing-in each day is at 8.45 – 9.15 am.
3. Make Payments to: **Global Mosaic Malaysia Sdn Bhd**
MBB Account # 5147 2112 4058

Payment Method: Cheque Cash Deposit Online Transfer

For more information or registration enquiries, call
 Ursula Perera at (012) 302-6515
 or e-mail globalmosaic.asia@gmail.com



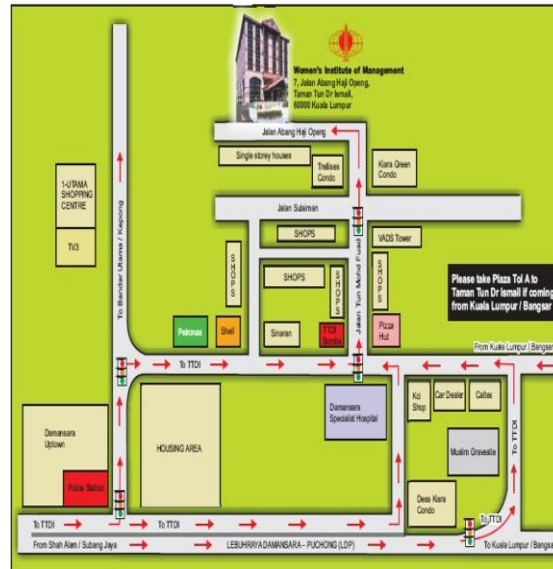
ACT NOW to Register !

(Reserved number of seats)



E-mail Registration Form or data to :

globalmosaic.asia@gmail.com



PLEASE PASS ALONG TO THOSE WHO MIGHT BE INTERESTED. THANK YOU.

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This valuable course is for anyone working with those in crisis. Explore the “Stress Continuum,” the levels of stress including eustress, traumatic stress, burnout, countertransference, compassion fatigue, and vicarious traumatization which may occur as a result of helping others.

A discussion of coping strategies for those who work with the traumatized will also be offered. Individual self-report exercises and an experiential group support session will assist the participating trauma provider in assessing his or her own level of stress. Stress management self-care techniques will be presented, experienced, and discussed. This course is appropriate for all mental health professionals, emergency services personnel, teachers, administration staff, managers, and peer counselors.”



The CISM courses are a must-attend for anyone working in the fields of :

- ✓ Education
- ✓ Employee Assistance
- ✓ Mental Health
- ✓ Healthcare
- ✓ Human Resources
- ✓ Military
- ✓ Spiritual Care
- ✓ Crisis Intervention
- ✓ Disaster Response
- ✓ Emergency Services
- ✓ Transportation
- ✓ Traumatic Stress

PROGRAM HIGHLIGHTS

- **The “Stress continuum”**
- **Signs and symptoms of excessive stress**
- **Stress as related to work as a “trauma provider”**
- **Stress management in relation to “context”**
- **Vicarious traumatization, compassion fatigue, and burnout**
- **Stress “resilience”**
- **Achieving resilience and effective self care**
- **Motivating factors for the work we do**
- **A variety of stress management techniques**
- **Working with trauma survivors**

Speaker Profile

Dr. Evelyn Biles is an Approved Trainer for The International Critical Incident Stress Foundation. She has Bachelor degrees in Organizational Management and Development, and earned masters’ degrees in Organizational Leadership and Human Services Counseling. In addition she has completed a doctorate in Conflict Management.



She has certifications in multiple skills including Mediation, the MBTI, Human Behavior Consulting, Instructional Design, and CISM. Dr. Biles is Founder and President of Global Mosaic International, an organization providing education and training on four continents.



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