



## WGG Offshore Academy

# NEXT OF KIN & RELATIVE RESPONSE TEAM TRAINING for HR Support Team Members (Advanced Diploma Level 5 in Incident Response Management & Recovery)

### Course Aim

This course is designed to build competence & confidence levels of designated HR personnel tasked with the Roles & Responsibilities of the Relatives Response Team.

### Objectives

To train personnel through theory & practical scenario situations in how to be members of the Relative Response Team.

### Course Modules & Competency

The following modules and elements will be delivered:

#### The Module/Element titles:

#### Module 1: The role of the Relative Response Team Member within Emergency Response.

- Element 1.1 Overview of emergency response organisations, systems and roles
- Element 1.2 The Relative Response Room processes and roles
- Element 1.3 Managing Information
- Element 1.4 Communications (Effective handling of phone calls)
- Element 1.5 Manage Stress in Self and Others

#### Module 2: Performing the role of the Relative Response Team Member.

- Element 2.1 Verify Emergency response information & Management
- Element 2.2 Communication Techniques
- Element 2.3 Delivering information to relatives
- Element 2.4 Manage Stress in Self and Others

### Course Content

Emergency Management Philosophy	Company ER Procedures including Media/Holding Statements
Roles & Responsibilities	Dissemination of Incident Information
Personality Profiling	Dealing with Stress from NOK & Interested Parties
Make & Receive Telephone Calls	Providing Support to NOK
Maintaining Company Image	Setting up a Communications Support Network

### Competency

All participants will be appraised using company procedures and best practices during the practical scenario sessions in the roles of RRT members.

**Pre-requisite**

No specific pre-requisites exist for this course although it is preferable that attendees are part of the designated Relative Response Team and have an understanding of HR related issues and that they are Volunteers to undertake the training. This course is part of the WGG Offshore Academy Advanced Diploma Level 5 in Crisis Management.

**Course Duration**

The course is designed to be conducted over a one (1) day period however this may vary on availability of personnel and course numbers.

**Method of Training**

Participants will be shown a power point presentation covering the course content & best practices within their field. The afternoon session will be practical scenario situational exercises where participants will be expected to answer & make phone calls to NOK and interested parties, vendors, partners including breaking bad news, uphold the company image, setup additional support networks and locations, record information for use by the Emergency Management Team. Hot debriefs will be held on completion of each practical exercise to highlight strengths & weaknesses within the team and individuals.