

# XIV EAEF ANNUAL CONFERENCE

## DUTY OF CARE IN THE WORKPLACE THE ROLE OF EMPLOYEE ASSISTANCE PROGRAMMES

MADRID, SPAIN, 18<sup>TH</sup> -19<sup>TH</sup> JUNE 2015



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## THURSDAY JUNE 18<sup>TH</sup> 2015

- 08:30 - 09:00 Conference Registration
- 09:00 - 09:15 Welcome and Opening remarks + presentation agenda and board
- 09:15 - 10:15 **Keynote speaker: Wilmar Schaufeli**  
Work engagement: A useful construct for occupational health and EAP's
- 10:15 - 11:15 **Keynote speaker: Marta Benetti Genolini and Laura Sinatra**  
Why the EAP is crucial to the Survivor Syndrome (Italian framework)
- 11:15 - 11:30 Coffee break
- 11:30 - 12:00 Activity: Ice breaking
- 12:00 - 13:15 **Workshop 1: Paul Wittes & Steve Cottle**  
Supporting Employee Well-being and Resilience with Integrated Total Health Solutions  
**Workshop 2: Anita Tompa and Judit Suele**  
Duty of care of suicide prevention at the work place  
**Workshop 3: Kate Nowlan**  
Understanding Duty of Care: Organisational responsibility for building employee resilience, identifying stress related symptoms and avoiding burnout.
- 13:15 - 14:30 Lunch
- 14:30 - 15:30 **Keynote speaker: Tony Maplesden**  
Stress in Leadership: The Personal Experiences of a Manager of Major Construction Projects
- 15:30 - 16:00 Speed networking
- 16:00 - 16:15 Coffee
- 16:15 - 17:30 **Workshop 1: Ann Van Acker**  
Duty of care at J&J Belgium: a business embedded, blended approach to employee resilience and wellbeing management  
**Workshop 2: François Legault**  
Mental Health First Aid in the Workplace: Engaging Peers for Greater EAP Effectiveness.  
**Workshop 3: Carolien Schollen & Anke Luts**  
Coaching of co-workers with depressive or burn out complaints
- 17:30 - 20:00 Free time for tapas, walk, etc
- 20:30 - 00:00 Dinner

## FRIDAY JUNE 19<sup>TH</sup> 2015

- 09:00 - 09:15 Welcome + presentation agenda
- 09:15 - 10:15 **Keynote speaker: Neil Greenberg**  
Organisational Management of traumatic stress
- 10:15 - 10:45 Activity: Be positive!
- 10:45 - 11:00 Coffee break
- 11:00 - 12:00 Panel discussion with spanish clients, moderated by Christine Loos and Miguel Cristobal
- 11:30 - 13:15 AGM & Elections
- 13:15 - 14:30 Lunch
- 14:30 - 15:30 **Seminar: Brigitte Vaudolon**  
What does not kill you makes you stronger!  
Post Traumatic Growth (PTG) : a positive approach to transformation and change
- 15:30 - 16:00 Coffee break
- 16:00 - 17:15 **Workshop 1: Bruce Greenhalgh**  
How mindfulness can help enhance employee well-being  
**Workshop 2: Juliane Barth & Sabine Zimmermann**  
Duty of care: the role of EAP in helping supervisors to manage the troubled employee
- 17:15 - 17:30 Conference close and evaluation

The 2015 EAEF Conference takes place in the:

**Tryp Madrid Atocha Hotel ★★★★★**

Calle de Atocha, 83

Madrid 28012

España



**How to get to the hotel**

The easiest way to go from Barajas airport to the Atocha Hotel is taking the Underground from Barajas Airport to Antón Martín stop that is located right across from the hotel. By taxi is about 16km and cost around 30€.

**Special EAEF rate at the Tryp Madrid Atocha hotel**

Single room €111,10

Double room €122,10

**Email for reservations**

sales.tryp.atocha@melia.com

**Cut off date**

31<sup>st</sup> March 2015.

After this date all reserved bedrooms will be released and the agreed rate will no longer be available.

**Billing instructions**

All guests are kindly invited to settle their own accounts on departure.

In order to book the accommodation please contact the reservations department directly at <http://meetings.melia.com/es/EAEF2015.html>

To confirm your attendance at the Conference, please complete the Registration and Payment Form which you can find in attachment.

If you are not already a paying member of the EAEF, join now. EAEF Members can participate at a reduced Conference Registration fee!

Non-Members can join by completing the attached EAEF Membership Application Form. Just fill it in and send it together with the Conference Registration Form to the Conference Administrator (see email address below).

You can only register for the Conference through our Conference Administrator Lucília Ribeiro by email.

Please send fully completed registration forms to Lucília Ribeiro at:


**lucilia.ribeiro@eaef.org**

**Cut-off date for early bird registrations and payments:**

31<sup>st</sup> March 2015.

The payments received after 31<sup>st</sup> of March 2015 are not considered as early bird.

For more information about the EAEF, please visit [www.eaef.org](http://www.eaef.org)

 **As in previous years some Conference sessions will qualify for EACC professional development hours (PDH).**

## PRE-CONFERENCE RECEPTION

Wednesday 17<sup>th</sup> June 2015

19:00 - 20:30

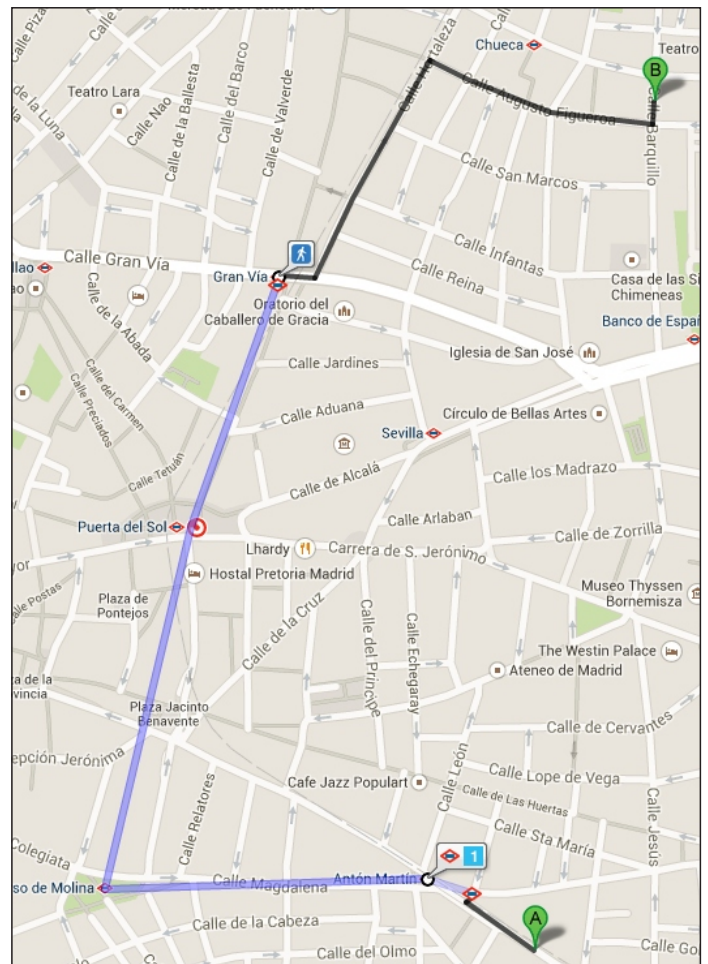
This Pre-conference reception is a unique place for delegates to meet and greet before the actual start of the conference in an informal atmosphere. Join the EAEF group and "viene a tomar una copa" at the *Only You Hotel and Lounge*.



### How to get to the Pre Conference reception from the Tryp Madrid Atocha Hotel

You can walk through beautiful Madrid from the Atocha hotel to the *Only you lounge*. It takes more or less 20 minutes.

If you prefer to go by bus go down to Castellana and take the bus 27 north (across the street). By taxi will take you around 8 minutes.



## KEYNOTE SPEAKERS



**Wilmar B. Schaufeli** is distinguished research professor at Leuven University, Belgium and full professor of Work and Organizational Psychology at Utrecht University, The Netherlands ([www.wilmarschaufeli.nl](http://www.wilmarschaufeli.nl)). In addition, he is also visiting professor at Loughborough Business School, UK, and Jaume I Universitat, Castellon, Spain. In 2014 he was awarded 'Highly Cited Researcher' by Thomson Reuters in recognition of ranking among the top 1% of most cited researchers in the field of psychology. Initially, his research interest was on job stress and burnout, but in the last decade his focus shifted towards positive occupational health psychology. Dr. Schaufeli is a fellow of the European Academy of Occupational Health Psychology, a licensed occupational health psychologist, and also works part-time as an organizational consultant ([www.3ihc.nl](http://www.3ihc.nl)).



**Marta Benetti Genolini** is one of the first consultants to introduce the concept of the EAP to the Italian market and companies. Over the years she has developed and focused her expertise on crisis management and counseling. Marta enriched her profile with continuous study and research ranging from PNL and family mediation in her early career to her particular and later specialization to causes that generate crises and extreme stress. She further worked on the implementation of legal counseling (a registered brand) during separations and divorces.



**Laura Sinatra** has been working as a free professional since 2000. She started immediately to work on two main areas: soft-skills training in corporate environments and EAPs. Over the years she developed a well-established network of consultants to service the Italian market, this network was then registered and branded as eapitalia. In recent years, an increasing number of supports were asked for Switzerland and therefore, Laura started to implement the capabilities of eapitalia in the Swiss market too.

**THURSDAY JUNE 18<sup>TH</sup> 2015**

08:30 - 09:00 Conference Registration

09:00 - 09:15 Welcome and Opening remarks presentation of the agenda and the board Dirk Antonissen, Conference Chair &amp; EAEF President

 09:15 - 10:15 **KEYNOTE SPEAKER: WILMAR SCHAUFELI**
**Work engagement: A useful construct for occupational health and EAP's**

Despite its name, occupational health is traditionally concerned with ill-health and unwell-being. That is, it focuses almost exclusively on the negative aspects of employee behavior in organizations and is concerned with damage, disease, disorder and disability. However, since the turn of the century the so-called 'positive psychology' has emerged that supplements this traditional negative approach by focusing on human strength and optimal functioning in organizations. This presentation focuses on work engagement, a 'positive' psychological concept with potential both for research as well as for practice, including EAP's. Based on a definition of work engagement as a positive state of fulfillment that is characterized by vigor, dedication, and absorption an international research program on work engagement was initiated at some ten years ago. In this address the concept of work engagement is discussed, and a state-of-the art overview is presented of research findings on the topic. Special attention is given to interventions to promote work engagement. By doing so the relevance of work engagement is illustrated for occupational health in general and for EAP's in particular.

 10:15 - 11:15 **KEYNOTE SPEAKERS: MARTA BENETTI GENOLINI AND LAURA SINATRA**
**Why the EAP is crucial to the Survivor Syndrome (Italian framework)**

In 2014 Italy's market has been experiencing 15.000-16.000 layoffs due to bankruptcies of companies, reorganizations, divestures, anticipated pensioning and so on. Commonly thoughts and supports are addressed to those who are let go, employees that from one day to the other are at home experience a dramatic change both on their sustainability and on their identity: "In our society the question of who you are is translated into what you do, in this way the job becomes a very important indicator to make a person recognizable in social interactions (Depolo – Sarchielli, 1987, p.74). As such having or not a job becomes a way to categorize people, to assign them a role and a meaning in our psycho-social environment.

The dark side, that is too often ignored by the media and researches regards those who remain, i.e. the survivors of a colleagues decimation. Our attention, our emotional understanding is focused on the victims, on those who are suffering the trauma of having been fired, and we forget those who remain and if forgotten are not able to change the difficult climate generated by the redundancy progress and are far from being healthy and happy workforce.

EAPItalia has dedicated 500 hours work in the last two years to study the above mentioned effects in companies that experience massive redundancies.

Our speech will outline the following contents:

1. What is the Survivor Syndrome?
2. What are the symptoms?
3. The role of the EAP

11:15 - 11:30 Coffee Break

11:30 - 12:00 Activity ice breaking

Have you sometimes got the feeling, while leaving EAEF conference, that you didn't have option to get to know better the profile of other participants? Did it happen to you that you realized too late you would have loved to discuss with someone that was there but you didn't have the chance? Speed networking has been designed to give you the chance to have a brief overview of other participants' background and connect with as many member as possible: without a doubt you will meet more people in a short timeframe than ever before.

**Prepare your "elevator pitch", you'll have few minutes to share it!**

## WORKSHOPS MODERATORS



**Paul Wittes** has been a leader in the EAP industry for well over 20 Clinical Services, and is deeply involved in Morneau Shepell's years. He currently serves as Manager of Shepell's Global digital programs. Paul brings his skills and experience in Telephonic, E-, Video Counselling and other EAP digital innovations to his work with Global EAP client organizations and their employees. Previously, he has been a senior counsellor, trauma counsellor and Regional Clinical Manager responsible for various eastern Canadian clinical operations. In these capacities he has worked directly with thousands of EAP clients and hundreds of organizations. Paul has presented at numerous international EAP conferences including EASNA, EAPA, EAEF and APEAR.



**Steve Cottle** has over 20 years business development and international sales experience having worked for global financial services organizations such as Cigna and HSBC. Within these organizations, Steve has undertaken a number of roles including product development, sales and marketing. These responsibilities included launching and developing business around the world, including European countries such as France, Belgium, Spain, Germany and Scandinavia, through partners, intermediaries and brokers, as well as in the Middle East, Asia, North and South America. Steve is currently focused on Morneau Shepell's expansion in Europe, and has presented at numerous international conferences including IBIS, ING Global and Employee Benefits Live.



**Anita Tompa**, CEO, CGP Central Europe, brings over 15 year of client relationship, business development, marketing and operation experience of CGP Central Europe. She has a Master Degree from Corvinus University in Budapest. She is trained at Family and Couple Therapy and is a licensed mediator. She is a strong advocate promoting the highest standard of professionalism within the EAP Industry.



**Judit Süle**, Clinical Director, CGP Central Europe, is responsible for the management of clinical aspects of our EAP's and related services and supervises clinical staff. She holds a Master Degree in Clinical Psychology from Semmelweiss University in Budapest. She has extensive experience in outpatient psychotherapy for adults, children and families. She is trained in many counseling techniques, including solution focused approaches. She is a licensed mediator. She also lectures in Medical Psychology and Communication for graduate medical students at Semmelweiss University. She is a member of the Hungarian Psychological Association.



**Kate Nowlan** is Chief Executive of CiC, a leading Employee Assistance Programme in the UK and is immediate past President of EAEF. She is a psychotherapist and has been involved in hands on trauma support and training programmes in the Middle East, Africa, Asia, North & South America and Ireland and was closely involved in supporting organisations in the aftermath of the 7/7 London bombings, the Japanese tsunami and many other emergency situations. She has contributed articles on trauma support and human continuity to numerous HR publications in the UK and also to the EAPA Journal. Her particular interest is in supporting those who have been exposed to cumulative trauma in the course of their working lives. Kate is now working with UK and global organisations (construction & engineering, banking, media, police forces, health services, humanitarian agencies) to deliver cutting edge global trauma support and resilience programmes.



**THURSDAY JUNE 18<sup>TH</sup> 2015****12:00 - 13:15 WORKSHOPS****WORKSHOP 1: PAUL WITTES & STEVE COTTLE****Supporting Employee Well-being and Resilience with Integrated Total Health Solutions**

This presentation will illustrate how these programs increase employee engagement and resilience, to the benefit of both the employee and the organization; explore how to integrate these programs with other benefits and programs to maximize outcomes; describe the latest workplace innovations in holistic integrated wellness models, including emerging trends in the area of digital behavioural health; show how these programs operate and share insight into their design; and discuss relevant industry research and share results from our recent digital service research study (to be released December 2014).

**WORKSHOP 2: ANITA TOMPA AND JUDIT SUELE****Duty of care of suicide prevention at the workplace**

The WHO reports that suicide is now among the three leading causes of death among those aged 15-44 (male and female). The WHO also states that in Europe, particularly Eastern Europe, the highest suicide rates are reported, for both men and women.

Over the past couple of years, work organizations in CEE have begun to realize the importance of supporting employees with stress and different personal problems. However workplace-based awareness campaigns that involve posting suicide warning signs or workplace-based depression screening are still rather rare. Some organizations slowly start to recognize their duty of care regarding suicidal employees and try to develop a rather subtle suicide prevention strategy. Can suicide prevention be subtle?

In the workshop Participants will be asked about their experiences at companies: is stigma a major barrier to suicide prevention within organizations? Do organizations with EAP make a difference? How organizations communicate internally about suicide? Best practices of internal communication of suicide prevention will also be discussed through a specific case study. Is there any difference of handling suicide attempts connected to work or to personal problems by the organisation?

**WORKSHOP 3: KATE NOWLAN****Understanding Duty of Care: Organisational responsibility for building employee resilience, identifying stress related symptoms and avoiding burnout**

This workshop will explore the employer's responsibility towards their staff by looking at various aspects of resilient behaviour within the organisation. The presentation will explore the impact that exposure to long term and cumulative stress can have on employees and how managers can ameliorate the situation to enhance resilience and engagement. Risk factors for employees will be highlighted and ways in which managers can identify early symptoms of acute stress through awareness of behavioural change and poor performance or sickness absence. Duty of care protocols for best practice will be outlined with particular emphasis on building a leadership culture of understanding and emotional intelligence. Such leadership is crucial for companies committed to building resilience at all levels and can help avert the serious consequences of a highly stressed staff prone to fatigue and burnout. Participants will be encouraged to share their experience of effective best practice.

**13:15 - 14:30 Lunch**

**KEYNOTE SPEAKER**


**Tony Maplesden** is a chartered engineer with almost 40 years of experience in the delivery of engineering construction projects for operating/manufacturing, contracting and engineering organisations. His experience in the process industries spans the chemical, petrochemical, aluminium, power generation and onshore/offshore oil and gas sectors, with project assignments ranging from minor 'works based' project programmes to multi-million pound capital investment projects. In the late 1990's, he was directly involved in the ACTIVE (Achieving Competitiveness Through Innovation and Value Enhancement) initiative – sponsored by the then UK Department of Trade and Industry (DTI), which was aimed at improving the delivery performance of UK onshore process industry projects. He sponsored the first ACTIVE pilot project to prove the principles and value enhancing practices that resulted from the work undertaken to establish ACTIVE best practices. Tony is a member of the Association for Project Management (APM), a fellow of the Institution of Mechanical Engineers and the Institute of Leadership & Management. He has a qualification in management psychology and is a qualified management coach/mentor. He currently works as Major Projects Advisor to the business and project management function in Wood Group PSN, the brownfield and productions services stream of the UK energy services giant, Wood Group.

**THURSDAY JUNE 18<sup>TH</sup> 2015**

**14:30 - 15:30 KEYNOTE SPEAKER: TONY MAPLES DEN**

### **Stress in Leadership - The Personal Experiences of a Manager of Major Construction Projects**

What makes projects stressful for project leaders and members of project leadership teams? Taken from personal experience, the presentation will review the characteristics of two case study projects – one representing a good project leadership experience (in terms of work related stress and general wellbeing) and the other a bad experience. The contrast in the characteristics of these two case studies will provide some insight into what organisations should be watchful for and the characteristics of projects that might result in detrimental performance impact and potential damage to its leaders. The two contrasting project experiences will be correlated to the different patterns and levels of stress that were experienced by project leadership and importantly, how the experienced stress patterns related to the “nominal tolerance threshold”. The values held by organisations vary considerably and therefore the levels of care extended to the people in organisations are also extremely varied. In some organisations work processes and systems predominate and there can be little real feeling for the welfare of employees. Even in comparatively caring organisations, the signs of excessive stress in project leaders can be overlooked, particularly during the busy phases of project delivery. In conclusion, some thoughts regarding how to spot the signs of excessive leadership stress and what to do about it will be discussed.

**15:30 - 16:00 Speed networking**

An Alternating Momentary Incorporation Sequence (aka "The wave"). As seen in football stadiums around the world. Left to right. Right to left. Two sides simultaneously, crossing in the middle. That should do the trick.

**16:00 - 16:15 Coffee Break**

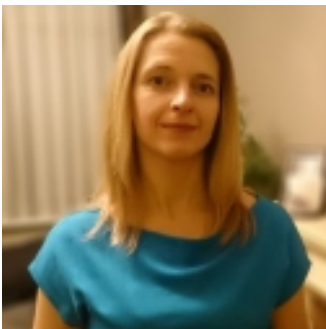
## WORKSHOPS MODERATORS



As a certified clinical psychologist and client centered psychotherapist with extensive experience in both residential psychiatry as outpatient care, **Ann Van Acker** started working for Janssen Pharmaceutica Beerse (Belgium) in 1997 as their Company Psychologist. With an important focus on individual counseling and local EAP at first, Ann has now become the Prevention Advisor for psychosocial wellbeing for the entire campus of Johnson & Johnson in Belgium, serving about 6000 employees in a multicultural and multisite environment with different preventative and curative programs. Within J&J's Global Health Services Ann in addition also acts as the Mental Wellbeing Expert for EMEA.



**François Legault** MSW RSW is a Senior Consultant with Consult-Action Inc. He is a Certified Mental Health First Aid Instructor and Past President of Employee Assistance Society of North America, Senior Advisor to Mindful Employer Canada. He has over 30 years of experience in workplace mental health.



**Carolien Schollen**, psychologist, has a postgraduate degree in psychodiagnostics for adults. She is counselor for GTB where her expertise lies in screening and assessment of work capacity for people with psychological and/or cognitive disabilities. In the ESF project 'depression and job coaching' she forms part of both the methodological core group and the group of coaches. As private practitioner she coaches people with mild to moderate psycho(social) disabilities.



**Anke Luts** is clinical and organisational psychologist and senior project manager of ISW Limits. Since 2009, she is professionally involved in the domain of stress, undesirable behaviour, trauma and assertiveness. She provides individual support, mediation and coaching as well as group training and organisational advise to optimize well-being. Furthermore, she conducts research and coordinates projects that offers a scientific basis and enriches the activities of ISW Limits. With regard to that, she was involved as a partner in this project 'depression and job coaching'.

THURSDAY JUNE 18<sup>TH</sup> 2015

16:15 - 17:30 **WORKSHOPS**

**WORKSHOP 1: ANN VAN ACKER**

**Duty of care at J&J Belgium: a business embedded, blended approach to employee resilience and wellbeing management**

Best practice example. How Janssen Pharmaceutica/J&J Belgium has developed a state-of-the-art approach to employee resilience and wellbeing, starting from the Johnson and Johnson people credo. Typical of the approach are:

- Embedded in an overall organisational and multidisciplinary model
- High emphasis on qualitative risk analysis
- Blended model with internal and external expertise and service providers

**WORKSHOP 2: FRANÇOIS LEGAULT**

**Psychological Health and Safety in the Workplace and Mental Health First Aid: Working with EFAP's**

There is growing concern over Mental Illness as one of the primary cause of disability. Greater efforts have been taken to develop and implement workplace safety standards for mental injury and illness. Mr Legault, who heads one of the largest EAP in Canada and an author of the current Standard on Psychological Health and Safety will present some of the current efforts and early results of the implementation process, including the use of Mental Health First Aid as a means of engaging Peers to improve results and address stigma.

**WORKSHOP 3: CAROLIEN SCHOLLEN & ANKE LUTS**

**Coaching of co-workers with depressive or burn out complaints**

In the workshop we disseminate the output of the project 'depression and job coaching'. The project is funded by the European Social Fund, call 214 – trans nationality type 4-2011, project number 4096.

Our presentation is constructed around a triptych of information that starts with a broad mindset and narrows down to individual use of methods and tools for participants of the workshop: Over all clarification of 'depression and job coaching': Does work works, even for people with depression or burn out? Sharing good practices and literature findings tailored to D&J. Feeling practical implications.

17:30 - 20:00 Free time for tapas, walk, etc.

20:30 - 00:00 Dinner at *Viejo Madrid*

Join us at "the Viejo Madrid" a very typical Spanish restaurant where you can enjoy and relax at an informal and cosy atmosphere. The restaurant is located at a 15 minutes' walk from the Atocha tryp hotel.



## KEYNOTE SPEAKER



**Neil Greenberg** is an academic psychiatrist based at King's College London UK and is a consultant occupational and forensic psychiatrist. Neil served in the United Kingdom Armed Forces for more than 23 years and has deployed, as a psychiatrist and researcher, to a number of hostile environments including Afghanistan and Iraq. Neil also runs March on Stress ([www.marchonstress.com](http://www.marchonstress.com)) which is a company that provides a range of psychological health offerings to companies that predictably place their personnel in harm's way.

Neil studied medicine at Southampton University and graduated in 1993. He then served as a general duties doctor in a variety of Warships, Submarines and with two Royal Marines Commando units. During his time with the Royal Marines he achieved his arctic warfare qualification and completed the all arms commando course, earning the coveted Green Beret.

Neil has specialised in Psychiatry and completed a Masters Degree in Clinical Psychiatry, a Doctorate in Mental Health and is a Fellow of the Royal College of Psychiatrists. He is a specialist in General Adult, Forensic and Liaison Psychiatry and is a member of the faculty of forensic and legal medicine and the faculty of medical leadership and management.

Since 1997 Neil has been at the forefront of developing peer led traumatic stress support packages which is now in use by a wide variety of organisations. The use of Trauma Risk Management (TRiM) was initially led by the Royal Marines and has since been taken up by other organisations including the Foreign and Commonwealth Office, media organisations numerous UK police forces and the London Ambulance Service.

Neil provided psychological input for Foreign Office personnel after the events of September 11<sup>th</sup> 2001 and in Bali after 12<sup>th</sup> October 2002 bombings. He has also assisted with the aftermath management of number of other significant incidents including assisting the London Ambulance Service in the wake of the London Bombings in 2005. He has also provided mental health input into the psychological repatriation of a number of hostages over the past ten years.

In 2008 he was awarded the Gilbert Blane Medal by the Royal Navy for his work in supporting the health of Naval personnel through his research work. Neil has published more than 170 scientific papers, book chapters and has presented to national and international audiences on matters concerning the psychological health of the UK Armed Forces, organisational management of traumatic stress and occupational mental health. He has been the Secretary of the European Society for Traumatic Stress Studies, is the President of the UK Psychological Trauma Society and the Royal College of Psychiatrists' Lead for Military and Veterans Health. He is also a trustee with Walking for the Wounded and an independent director of the Forces in Mind Trust. Neil has extensive experience of conducting research in military and veteran populations and has successfully led the first two ever randomised controlled trials on the effectiveness of psychological health interventions in the UK Armed Forces. He has established excellent links with veteran health providers and with US and other coalition military mental health providers and researchers. He, working with the team at King's College London, is one of the UK's leading military health researchers and has published very widely on a broad spectrum of military health and traumatic stress related topics ([www.kcl.ac.uk/kcmhr](http://www.kcl.ac.uk/kcmhr)) and advises the Armed Forces, Media organisations and UK government regularly about mental health issues.

**FRIDAY JUNE 19<sup>TH</sup> 2015**

09:00 - 09:15 Welcome and presentation agenda

09:15 - 10:15 **KEYNOTE SPEAKER: NEIL GREENBERG****Organisational Management of traumatic stress**

Numerous organisations routinely send staff to highly challenging environments which places them at risk of developing a range of mental health difficulties including, but not limited to, Post Traumatic Stress Disorder. There is now a considerable evidence base which shows that it is broadly possible to split risk factors for developing PTSD, and other traumatic stress related conditions, into factors present before, during and after a traumatic incident. Research consistently shows that the post-incident factors are the strongest predictors of psychological outcome. This presentation will cover the spectrum of organisational stress management strategies which aim to prevent, detect and treat trauma related mental health conditions. The presentation will follow a primary, secondary and tertiary prevention approach. Drawing on contemporary evidence the talk will show that whilst there is a limited scope for pre-enlistment, or pre-deployment mental health screening, high quality evidence exists that shows the positive effects of good training and good leadership and camaraderie in the prevention of post trauma mental health problems. Early detection of trauma related mental health problems may be enhanced by the use of evidence informed peer support programmes and what has been termed "watchful waiting". The treatment of established trauma-related mental health problems, however, has been shown to be primarily psychological therapy based with only a limited role for medication for trauma related conditions. A comprehensive organisational approach to traumatic stress management, which would sit alongside any other organisational mental health strategy, will be discussed during the talk.

10:15 - 10:45 Activity: Be positive!

"Fortunately", an exercise to train the ability to come up with coping-type humour. The audience divides into pairs. The MC gives a series of "bad news" items. For each item, the couples take turns saying why the piece of bad news is the best news possible, beginning the sentence with the word "Fortunately". Example, "surprise, you're having triplets!". Answer "Fortunately, with three you can juggle!"

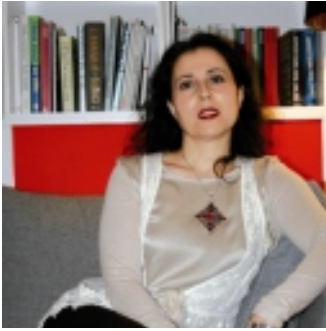
10:45 - 11:00 Coffee Break

11:00 - 12:00 Panel discussion with spanish clients, moderated by Christine Loos and Miguel Cristobal

12:00 - 13:15 AGM &amp; Elections

13.15 - 14:30 Lunch

## SEMINAR MODERATOR



**Brigitte Vaudolon** is the founder of Be Positive ([www.bepositive.fr](http://www.bepositive.fr)) which provides programmes and tools based on positive psychology (well-being audits, trainings, change management programmes and coaching). She is an Expert in Wellbeing at the Workplace, Clinical Psychologist and Executive Coach accredited by the EMCC (European Mentoring and Coaching Council), and the author of the first book in France about Employee Assistance. She is also a graduate of the first University degree in France in Medecine, Neuroscience and Mindfulness. During almost 15 years, she has led various projects in the corporate world : EAP, stress audits, coaching, training and leadership programmes. She is convinced that the field of positive psychology can bring a lot to the corporate world and has decided to dedicate her professional life to contribute to make a better world. She practises meditation for her own balance.

## WORKSHOPS MODERATORS



**Bruce Greenhalg** is Head of Employee Assistance at British Telecom(BT) the UK's leading telecommunications provider. He has worked as a manager, therapist, trainer, and presenter in the employee assistance field since 1984. Bruce has an MA in Counselling & Psychotherapy, a diploma in supervision and is a Fellow of the UK Chartered Institute of Personnel and Development. He is an accredited therapist with the British Association for Counselling and Psychotherapy. He has developed and delivered training sessions on mental health, resilience and well-being to all levels within multi-national organisations including HSBC in Hong Kong, BT in Belgium and Spain, Microsoft in Ireland and Accenture in both UK and Ireland. Bruce was first introduced to Meditation in the late eighties and has developed a keen interest in Mindfulness which he now teaches and practices in a range of diverse settings such as therapeutically, counsellor training, summer schools, and small private groups and charities. In corporate settings Bruce has integrated mindfulness training as part of wellness programmes and more recently as part of executive training for managers.



**Juliane Barth** is CEO and owner of Corrente AG, Provider of EAP-Services in Germany. She is a psychotherapist and co-founder of the EAEF.



**Sabine Zimmermann** is Director of Account Management at Corrente, management consultant and trainer. Both presentators are trained in Case Management and Systemic Coaching, which they apply in their consultancy and training work with managers.



**FRIDAY JUNE 19<sup>TH</sup> 2015****14:30 - 15:30 SEMINAR: BRIGITTE VAUDOLON****What does not kill you makes you stronger!  
Post Traumatic Growth (PTG) : a positive approach to  
transformation and change**

We are living in what the military refers to as a VUCA world : Volative, Uncertain, Complex and Ambiguous. We all know that being a resilient organization enables to deal with fast-moving challenges and opportunities, crises are unavoidable and yet, how many companies can deal positively with important crises?

Brigitte will share insights drawn from research and practical experience, focusing on the phenomenon of Post Traumatic Growth (PTG), a recent field of research in Positive Psychology which goes beyond resilience. PTG is the fascinating phenomenon of surpassing previous levels of functioning that which existed before a traumatic event occurred.

This presentation will review the origin of the theory, the main models used to explain the process of PTG and some current research findings.

Understanding how PTG can help transform positively individuals and strengthen them well beyond the initial state (before the crisis), we will discuss the potential applications for organisations/businesses and implications for EA professionals.

**15:30 - 16:00 Coffee Break****16:00 - 17:15 WORKSHOPS****WORKSHOP 1: BRUCE GREENHALGH****How mindfulness can help enhance employee well-being**

Mindfulness in simple terms is a form of mental training that develops attention and meta-attention. It is creating a lot of interest because the advances in neuroscience, combined with compelling evidence based research, is showing physiologically and psychologically why it works. This research is of interest to the Employee Assistance profession because the efficacy of Mindfulness is such that its longitudinal impact positively affects concentration, mental health, emotional intelligence, well-being, and happiness which in turn promotes' higher engagement in the workplace. This session will explain how Mindfulness achieves these outcomes and the potential uses of Mindfulness in the workplace.

**WORKSHOP 2: JULIANE BARTH & SABINE ZIMMERMANN****Duty of care – the role of EAP in helping supervisors to manage  
the troubled employee**

To consult with management and to train managers in managing the troubled employee is part of the core technology of EAP. This can be challenging when the supervisor observes that things are going wrong and at the same time fears to be too personal. Where is the cross line between duty of care and a behaviour that might be too invasive or threatening? We will have a look at different situations with regard to professional behaviour, data protection and company cultures.

**17:15 - 17:30 Conference close and evaluations**

# OPTIONAL TOUR TO THE CITY OF TOLEDO

JUNE 20<sup>TH</sup> 2015



Toledo is one of the Spanish cities with the greatest wealth of monuments. Known as the “city of the three cultures”, because Christians, Arabs and Jews lived together there for centuries, behind its walls Toledo preserves an artistic and cultural legacy in the form of churches, palaces, fortresses, mosques and synagogues. This great diversity of artistic styles makes the old quarter of the capital of Castile - La Mancha a real open-air museum, which has led to it being declared a World Heritage Site.

**All day tour with lunch included: € 70,00**