

The "hidden trauma" is
often unintentionally
ignored during times of
crisis and catastrophe.
---Dr. Ray Shelton



TA is pleased to present to our valued Insurer partner...

Catastrophe: Managing the Psychological Trauma A New Approach to Customer Care

3 (CECS) Continuing Education Credits

Conducted by Dr. Raymond Shelton, Ph.D.

Fellow, American Academy of Experts in Traumatic Stress
Director of Professional Development, National Center for Crisis Management

PARTICIPANTS WILL BE ABLE TO:

- Define traumatic stress and describe its impact on Homeowners and Adjusters
- Describe the impact traumatic stress has on the claim process
- Describe the stages in the Comprehensive Acute Traumatic Stress Management Model
- Learn stress management and safety strategies to be utilized while deployed on catastrophe duty
- Learn specific techniques for working with distressed and overwhelmed homeowners
- Describe the traumatic stress management role of supervisory personnel during crisis events and catastrophe response duty

“It was a very powerful presentation where we all walked away with something that we could use to help our Policyholders cope.”

INTERESTED IN A SEMINAR FOR YOUR TEAM?

Contact your **TA territory rep** for more information or **submit a request online.**