



HOSTAGE US

Advanced Family Liaison Training for Organizations

Hostage US offers an advanced course in family liaison skills aimed at human resources and security professionals who are likely to come into contact with the family of a hostage in the event your organization has an employee or contractor kidnapped overseas.

Covering all the key topics you will need as an organization, this training is highly interactive, giving you the chance to put your newfound knowledge into practice through role plays and scenarios.

You will be trained by Rachel Briggs, Executive Director of Hostage US. Rachel is the world's leading expert in family liaison and support. The training will give you have the necessary skills to ensure your organization fulfils its duty of care through effective support of those impacted.

A one-day package will cover the following topics:

- What is family liaison: expectations from families and the needs of your organization, who to liaise with, organizational models for family liaison

- Family liaison personnel: the role, personal and professional qualities, training needs, support for family liaison personnel, managing 'over-stretch' and burnout in long-term hostage cases

- Communicating with families: active listening, challenges of communicating with individuals experiencing complex trauma, documenting meetings and decisions, information management

- Handling key communications moments: first call or meeting, proof of life, threat to life, disagreement with family (scenario based role plays)

A two-day package will cover the topics above expand on the following and offer advanced role play:

- Media and social media: handling hostage and family social media accounts, advising children and young people on dealing with social media, answering family questions about the media, working with your corporate communications colleagues, internal communications challenges

- Getting your organization ready for family liaison: information management, EAP, policies and resources, awareness raising with key colleagues (legal, communications, HR and security)

Prices from:

- One day - \$6,000 (plus travel costs)
- Two days - \$10,000 (plus travel costs)

Prices for multiple training packages are negotiable. Discounted rates for non-profits are available on request.

To discuss your training needs, contact Rachel Briggs, Executive Director, 202-302-5506 or rachel@hostageus.org