

TICCS Training Services

Empowering Workplaces, Leaders, and Practitioners to Work Safely and Compassionately

At **TICCS**, we believe that a truly effective organisation is one that values both the wellbeing of its people and the safety of those it serves.

Our comprehensive training portfolio supports managers, practitioners, and frontline staff to develop the knowledge, confidence, and practical tools required to build trauma-informed, empathetic, and safe workplaces.

Training Modules

Building a Trauma-Informed Workplace



- Understand the core principles of safety, trust, collaboration, empowerment, and choice.
- Recognise how trauma can impact behaviour, communication, and workplace relationships.
- Develop policies, procedures, and environments that prioritise wellbeing and psychological safety.
- Translate theory into practice with realistic scenarios drawn from public-sector and care settings.

Creating an Empathetic Workplace

- Learn how to support staff who have experienced trauma - from workplace incidents to personal loss.
- Build skills in active listening, compassionate communication, and emotionally intelligent leadership.
- Embed empathy in everyday practice to strengthen team cohesion and staff retention.



Supporting Staff After Absence

- Explore the challenges and anxieties that can accompany a return to work following illness, parental leave, or bereavement.
- Identify practical ways to reintegrate colleagues sensitively and sustainably.
- Design flexible, person-centred support plans to help staff thrive on their return.

Safeguarding and Child Protection Training

Delivered by TICCS Child Protection Consultants — highly experienced professionals with extensive frontline backgrounds in social work, policing, and children's services — these sessions bring real-world insight and confidence to complex safeguarding scenarios.

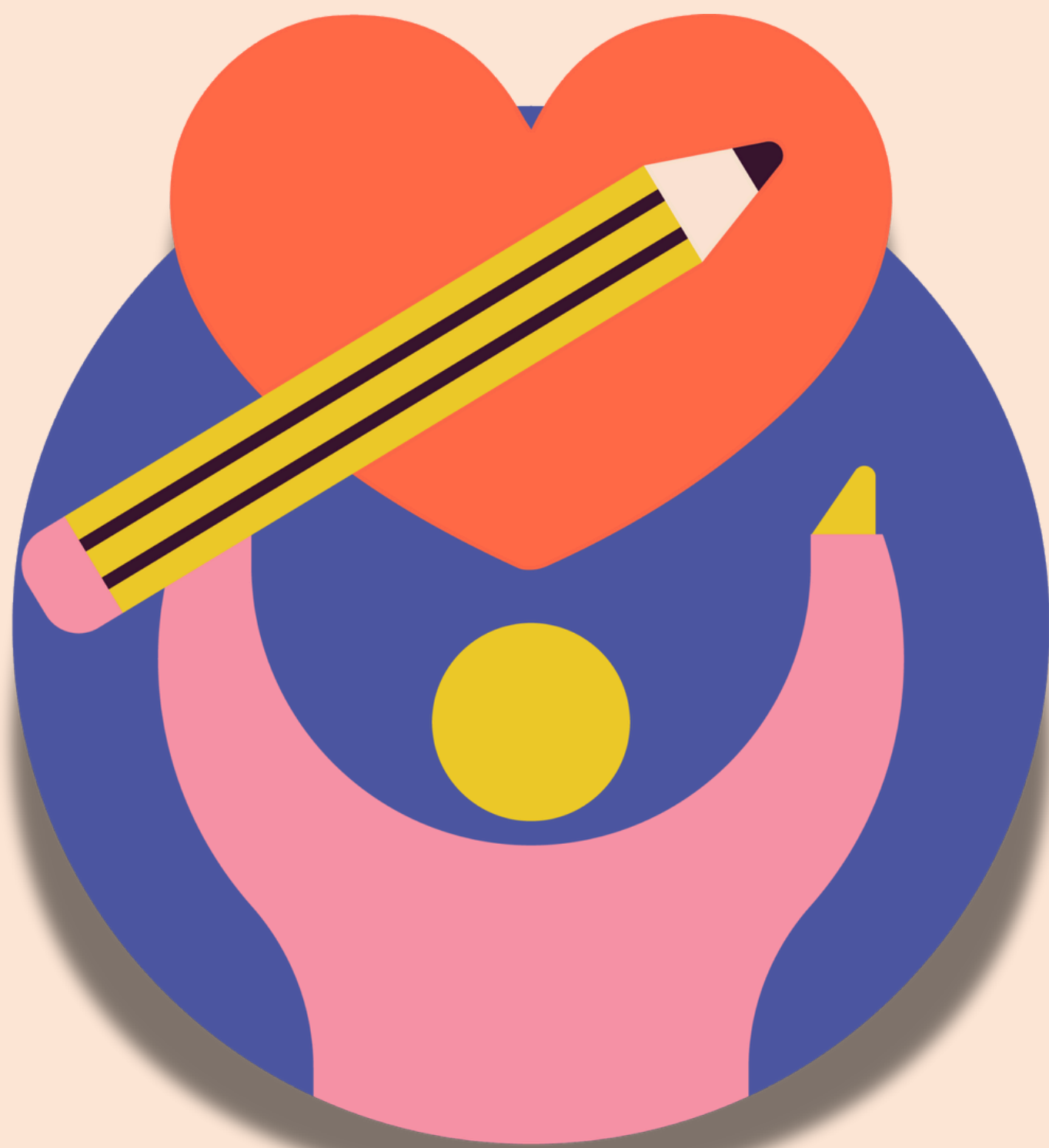
Modules include:

- Understanding legal and procedural frameworks across Scotland.
- Recognising and responding to signs of abuse, neglect, and exploitation.
- Managing disclosures safely and effectively.
- Creating psychologically safe spaces for children, young people, and families.
- Embedding trauma-informed safeguarding practice across multi-agency teams and residential settings.

This training ensures your team not only meets statutory requirements but also works from a place of empathy, professionalism, and child-centred care.

Who Should Attend

- Managers and leaders who want to foster safe, compassionate, and high-performing teams.
- HR professionals developing trauma-informed policies and staff wellbeing strategies.
- Practitioners and residential care staff working directly with children, young people, and families.
- Professionals in education — from early years and schools to colleges and universities — who want to embed trauma-informed, safeguarding-aware practice within their settings.
- Multi-agency professionals seeking a consistent, trauma-informed approach to safeguarding.



About Our Trainers

TICCS trainers combine lived frontline experience with expertise in trauma-informed change, safeguarding, and leadership.

Our consultants have led national initiatives such as the Scottish Child Interview Model and have extensive experience across child protection, policing, health, and social care.

Their approach blends robust evidence, compassionate practice, and practical implementation — ensuring every session leaves participants both inspired and equipped for real-world application.



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Trauma Informed Change Consultancy Services — Supporting People, Systems, and Places.