

Workshop III  
Seminar 5  
2<sup>nd</sup> Floor  
Green zone  
Tuesday 1430 – 1700 hrs

# 22nd Conference of Directors of Prison and Probation Services (CDPPS)

Staff selection, training and development in the 21st century

Lillestrøm 20-21 June 2017

Workshop on Human Resources and Team and Leadership Development

Ms Heidi Bottolfs (Norway)  
Mr David Clarke (Ireland)  
Ms Maria Anagnostaki (Greece)  
Mr Fatih Güngör (Turkey)



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# Promoting the Resilience and Wellbeing of our Staff

## Personal Protection Techniques For the Mind!!



# The Importance of our Prison Staff



- Focus has shifted from prisons to prisoners “people centric”
- “Every contact counts”
- Our Staff – 70% of the Irish Prison Service Budget
- Each staff member is a €1.5 million asset





“How can we expect our staff to care for the people in our custody if they can’t manage their own mental health and wellbeing?”



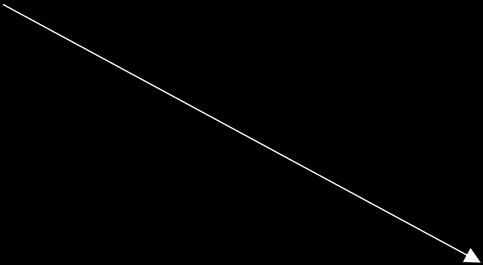
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Stressors  
Symptoms  
Result

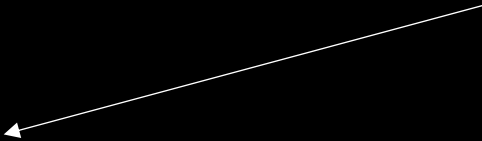
**Personal Life**  
Finance  
Family  
Social Media

**People in our Custody**  
Mental Health Issues  
Addictions  
Learning Disabilities  
Aggressive / Violent / Disruptive  
Convicted of morally offensive acts

**The Environment**  
Work Pattern  
Claustrophobic  
Male Dominated  
Anti-Heroic  
Isolating  
Critical Incidents  
Change / Technology



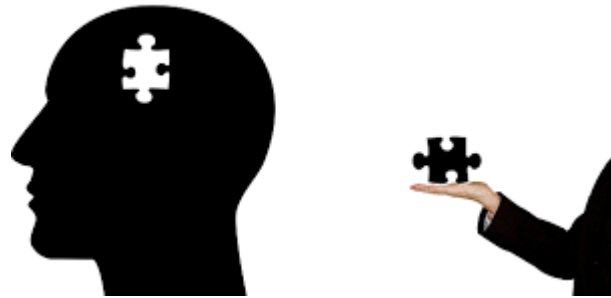
Compassion Fatigue  
Change Fatigue  
Stress / Critical Incident Stress  
Anxiety  
Social Isolation  
De-sensitising  
Misanthropic  
Emotional Labour



Sick Leave  
Inappropriate language/behaviour  
Absenteeism  
Loss of connection with society  
Deterioration in relationships with prisoners  
Resentment  
Loss of engagement  
Marriage breakups



But you don't understand the challenges I face every day??



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**Happiness**  
starts  
with **you**.



Not with your  
relationships,  
not with your job,  
not with your money,  
but with **you**.

Spirit Science



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# ~~Building Resilience~~ *Personal Protection Techniques for the mind*

- Recognising the Stressors
  - Personal Life
  - People in our custody
  - Critical Incident Stress
  - The Environment
- Taking Control
  - Fitness
  - Diet
  - Health Checks
  - Hobbies
  - Leaving the work at the Workplace
  - The role of Family and Friends
  - Know the Support Services on Offer
    - Internal Support Services
    - External Counselling Service
  - Competent in what you do
  - Remaining authentic to personal values
  - Breathing / Mindfulness





# When and how do we develop Resilience?

- Job Analysis
  - Resilience as a Competency
- Selection Process
  - Challenging scenarios
- Before successful applicants leave their old job
  - Full briefing and prison visits
- During Training
  - Realistic scenarios
  - Environmental training in a prison
- On the Job Support
- Prepare our staff to retire



Looking after our prisoners' mental health and wellbeing  
requires our staff to look after their own  
mental health and wellbeing first



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