



# The Chrysalis Alliance Inc.

Trauma Recovery Training for Frontline Teams, Operations Staff, and Crisis-Response Workforce

*TCA works with utilities, energy companies, healthcare systems, manufacturing organizations, financial services firms, government agencies, & any organization whose workforce is required to absorb community-level crisis as part of its operational responsibility. If your teams respond to, recover from, or sustain operations through disasters, emergencies, or large-scale disruptions, our programs were built for you.*

## THE BUSINESS CASE

- Studies consistently show that **30–50% of frontline and operations staff in high-exposure roles** exhibit measurable symptoms of secondary traumatic stress within 12–18 months of sustained crisis work.
- Voluntary turnover in operations and field service roles costs between **\$15,000 and \$45,000 per employee** — separation, recruitment, onboarding, & lost productivity.
- For a 500-person operations workforce experiencing a conservative 15% annual trauma-related attrition rate, preventable turnover costs exceed **\$1.1 million per year** — before accounting for institutional knowledge loss.
- Organizations report **productivity losses of 15–30%** during & after major crisis events, driven by decision fatigue, emotional dysregulation, & breakdown of normal team coordination.
- **Secondary traumatic stress is directly linked to increased safety incidents.**
- **Untrained staff do not bounce back on their own.** They become avoidant, inconsistent, & eventually absent, & their managers cannot intervene effectively.
- TCA training gives teams a **practical, repeatable system for processing stress in real time** — so they can stay functional, make better decisions, & return to full capacity faster.

## WHAT WE DO

TCA designs and delivers trauma recovery training for the people who keep operations running when everything else breaks down. Our programs are built for operations teams, field service crews, & customer-facing staff — the workers who are first on the ground, last to leave, & most exposed to the compounding effects of community crisis. We do not teach generic wellness. We teach specific, applied skills that work inside the actual job environment.

Our curriculum follows a proven four-phase model: Rescue, Recovery, Reconstruction, and Evolution. Each phase maps to a distinct set of operational realities — from the acute stress of first contact during a service emergency, to the long recovery arc that follows weeks & months of sustained disruption. Organizations that complete the full program leave with a shared language, a trained internal cohort, & the tools to identify and address trauma before it becomes a liability.

## WHERE IT WORKS

Field Operations & Crew Dispatch

Emergency & Incident Response Teams

Customer-Facing Service Centers

Safety, Health, & Wellbeing Staff

Supervisors & Front-Line Managers

Community Relations & Government Affairs

## WHO WE TRAIN

- Field and operations staff working in high-exposure or hazard-adjacent environments
- Emergency and incident response teams managing active crisis events
- Customer service and community relations representatives in contact center and public-facing roles
- Safety, health, and wellbeing professionals responsible for workforce resilience programs
- Supervisors and team leads who manage staff through disruption and recovery cycles
- Learning & development and HR professionals designing or scaling trauma-informed workforce programs

## PROOF OF TRACTION

We are currently training staff & volunteers in **over 25 disaster** response and recovery organizations, including:



## WHAT TEAMS LEARN

**Acute stress regulation** — Techniques for managing nervous system activation in real time

**Apply quick regulation tools** during live interactions, between interactions, & after high-impact events

**Use a readiness + sequencing decision map** to choose the right tool at the right time - no guesswork

**Set ethical limits & scope-of-role boundaries** while staying compassionate & effective with the person in front of them

**Reduce burnout risk** through micro-practices for nervous system recovery & sustainable energy management

**Deploy in-the-moment regulation tools** fast, discreet, and designed for front-facing work environments

**Use between-interaction reset routines** to prevent stress accumulation across a shift or deployment

**Use boundary language** for high-emotion situations — words that de-escalate without dismissing

**Identify referral and escalation decision points** and deliver consistent scripts when someone needs more support than the role allows

## TRAINING FORMAT OPTIONS

### TRAUMA RECOVERY SKILLS LAB (4 HOURS)

A focused half-day intensive. High-impact, immediately applicable tools for teams who need practical skills without a multi-day commitment. Ideal for onboarding, refreshers, or surge-period training.

### TRAUMA RECOVERY CERTIFICATION PROGRAM (2 DAYS)

The full certification program. Covers all four recovery phases, all core tools, and real-world application to your team's specific environment. Participants leave certified & equipped to use every skill independently.

### TRAIN THE TRAINER PROGRAM (3 DAYS)

Prepares internal trainers, supervisors, and team leads to deliver trauma recovery skills to their own teams. Includes facilitation guides, scenario libraries, & coaching from TCA master trainers.

### CUSTOM TRAINING PROGRAMS (Scope Varies)

Tailored programs built around your organization's specific workflows, roles, and trauma exposure patterns. We map training design to your incident types, team structure, & operational calendar. Not a rebrand of the standard curriculum — a purpose-built experience.

### TRAUMA CHAPLAIN SUPPORT (Embedded or On Call)

Dedicated trauma chaplain support for frontline workers — crisis response, grief processing, & spiritual care without religious proselytizing. Available embedded within teams on a scheduled basis, or deployed on-call following high-impact events.

To request availability, pricing & scope: [support@traumarecoverycertification.org](mailto:support@traumarecoverycertification.org)

