**Title of the program:** Second victim phenomenon and support strategies for healthcare workers

**Venue:** Convention Center of Klinik Floridsdorf

**Address:** Klinik Floridsdorf:

Wiener Gesundheitsverbund

Klinik Floridsdorf

Brünner Straße 68

A-1210 Wien

***Colors guide:***

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| PLENARY SESSIONS |
| CASE STUDIES |
| VALIDATION |

**Wednesday, 22nd May 2024**

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| TIME | TOPIC |
| 8:30 - 8:40 | Registration |
| 8:40 - 9:00 | **WELCOME SESSION**  Host of the Training School, Representative of the University, Chair of the ERNST, Training School Coordinator |
| 9:00 - 9:30 | Introduction of program of TS and trainers |
| 9:30 - 10:30 | Trainees and Trainers roundtables and group dynamics |
| 10:30 - 11:00 | Coffee break |
| 11:00 - 11:30 | **PLENARY SESSION 1 – Introduction of Second Victim Phenomenon** |
| 11:30 - 12:30 | Q & A moment |
| 12:30 - 14:00 | Lunch break |
| 14:00 - 14:30 | **PLENARY SESSION 2 – Second victims support programs** |
| 14:30 - 15:30 | Q & A moment |
| 15:30 - 16:45 | **EXPLORING CASE STUDY 1 -** working group session |
| 18:30 | Meet for Dinner |

**Thursday, 23rd May 2024**

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| Time | Topic |
| 8:45 - 10:00 | **EXPLORING CASE STUDY 1 –** plenary discussion |
| 10:00 - 10:30 | Coffee break |
| 10:30 - 11:30 | **PLENARY SESSION 3 – Talking with second victim support programs leaders** |
| 11:30 - 12:00 | Q&A moment |
| 12:00 - 13:30 | Lunch break |
| 13:30 - 15:30 | Roundtables with healthcare workers and risk managers |
| 16:00 – 18:30 | Vienna Cultural Tour |
| 18:30 | Dinner |

**Friday, 24th May 2024**

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| TIME | TOPIC |
| 9:00 - 10:30 | **EXPLORING CASE STUDY 2-** working group session |
| 10:30 - 11:00 | Coffee break |
| 11:00 - 12:30 | **EXPLORING CASE STUDY 2 -** plenary discussion |
| 12:30 - 14:00 | Lunch break |
| 14:00 - 15:00 | **EXPLORING CASE STUDY 3 -**working group session |
| 15:00 - 16:00 | **EXPLORING CASE STUDY 3 -** plenary discussion |
| 16:00 - 16:30 | Evaluation of the Training School |
| 16:30 - 17:00 | Closing session |