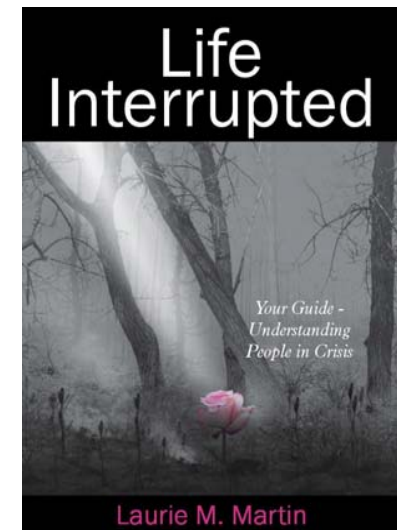


# Crisis: Before, During and After

**Dealing with the tough stuff!**



**Hope  
Confidence  
Support  
Love  
Care  
I can**



# Introductions

- Tell the person next to you your name, pairing it with a word that describes you – one that starts with the same letter as your first name

*Lively Laurie!*

# Agenda

1. Understanding Crisis
2. People Preparedness
3. Empathetic Communication

# Understanding Crisis

Crisis is an inescapable part of life.

The more you learn about it, the better prepared you are to help yourself and others.

What's your story?

# Emotional Risk Management Surveillance



# Learning from experience

## Please help me to

- deal with stress, loss, death and injury
- know what to say and what not to say
- be allowed to make some of our own decisions, educated, not counseled
- have people around me that are not afraid of raw emotion

# Life and Business Interruptions



- ❑ Death
- ❑ Stress and Anxiety
- ❑ Illness (employee or family member)
- ❑ Aging workers/retirement
- ❑ Marital breakdown/marriage
- ❑ Promotion/demotion/downsizing
- ❑ Implementation/revision of policies
- ❑ Birth (struggle balance home and work)
- ❑ Cultural diversity

# Attitude

## What's yours?

I am convinced that life is 10%  
what happens to me and 90%  
how I react to it."

*Source: Charles Swindol*





# Expressions shared

- Wait until it happens.
- It won't happen in our workplace.
- We have people to take care of this stuff.
- I'm not comfortable with this topic
- Opening a can of worms.
- It's not in the budget.

# How prepared are you?

Building AWARENESS and RESPONSIBILITY...

AWARENESS empowers me.

Only you can discover how, with AWARENESS."

John Whitmore, Coaching for Performance

# Perception: *Mind Maps*

- Once you see the dog, you always see it when you look at the image.
- Your initial experience ***moulds*** your perception.
- People don't passively see the "*real world*."
- Instead, we see a version of the real world, which is coloured by our past experiences & our expectations.



# Mind Maps

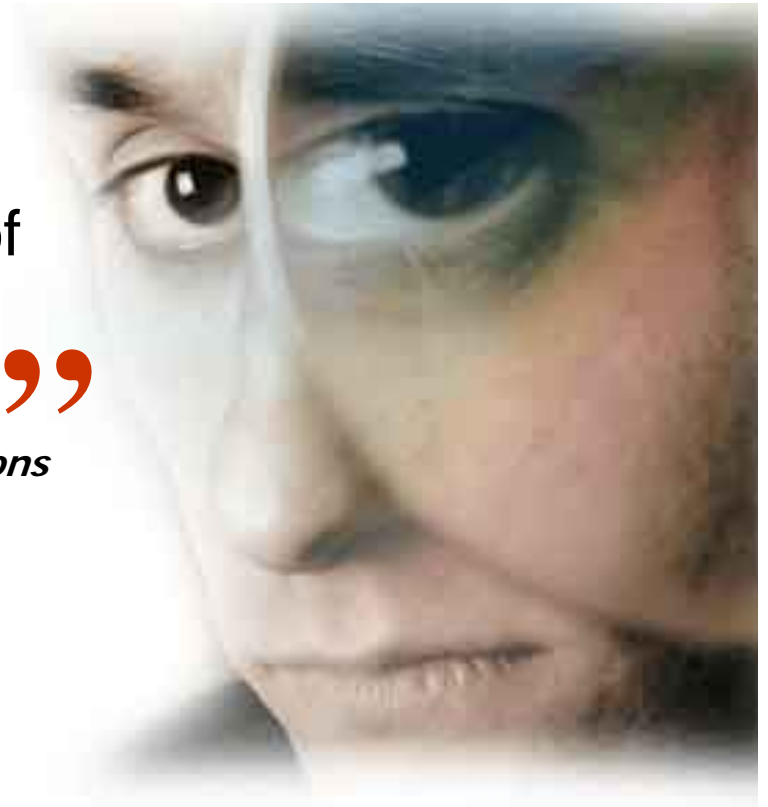
The mind interprets patterns  
based on past experience,  
based on patterns it already knows

# Perception & Judgment

“ Every judgment made by an individual is conditioned by his personality type and every point of view is necessarily relative.

”

Carl Gustav Jung in *Memories, Dreams and Reflections*



# Perception is Reality



*"We see the World not as it is,  
but as We are." ~ The Talmud*

"We understand another person in  
the same way as we understand,  
or seek to understand, ourselves.

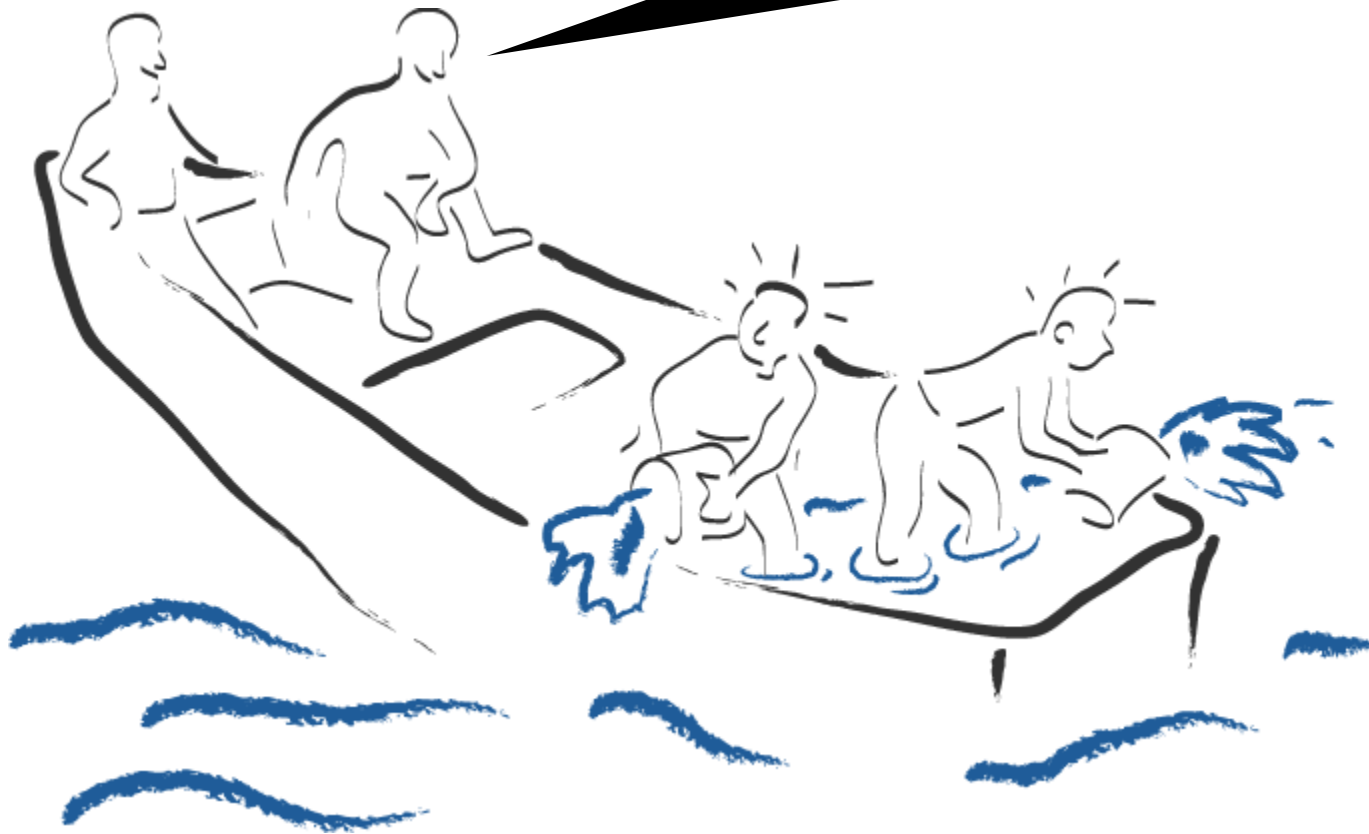
What we do not understand in  
ourselves, we do not understand in  
the other person either."

*~ Carl Gustav Jung*



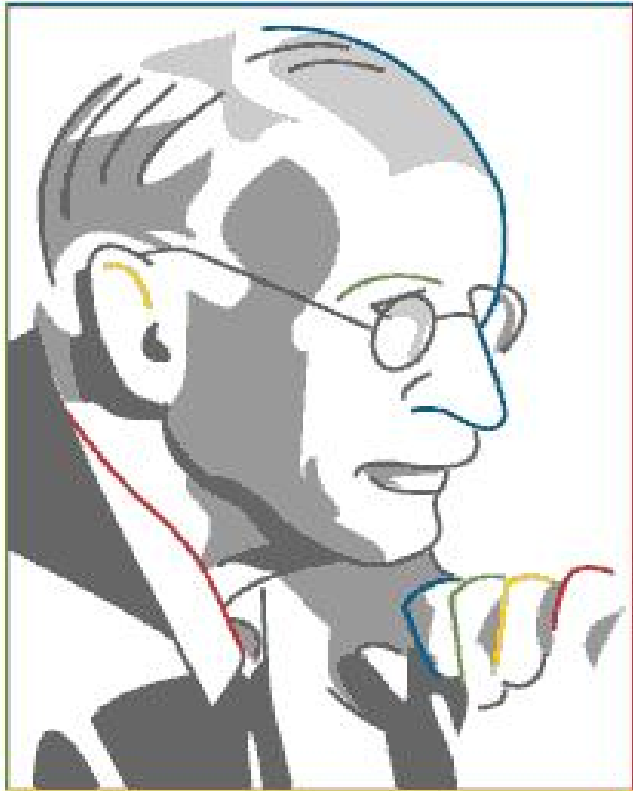
# When it comes to individuals...we're all in the same boat

Sure glad the hole isn't at our end.





# Statistics indicate...



## The #s

# When Crisis Hits



What do you do?

How do you take care of YOU?

Policies and procedures – head off crisis

What happens to you with the aftermath?

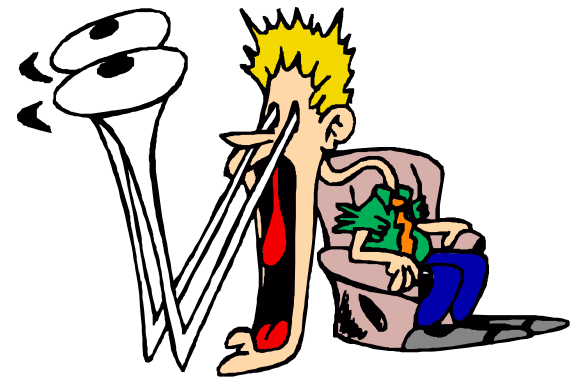
# Common mistakes

- Adhering to strong “leave policies”
- **No flexibility**
- Little focus on specialized training
- Grief – **one size fits all**
- Policies talk about money vs. time
- Referred to counseling too early
- **Closed perspective on loss**
- Don't get personal
- Focus on mental illness
- The term recovery is used (language has changed)

# Deterrence Procedures

## **Vigilance** (Risk Mgmt.)

- Constantly questioning your safety and the people around you
- Adopting a 'Risk Management Attitude'
- Vigilance is one of the most neglected techniques



# “People Preparedness”

- ❑ Is a commitment to each other – a partnership between people behind the scenes and people out front
- ❑ Not taking their control away
- ❑ Each will need the other's help

# Steps to help your organization

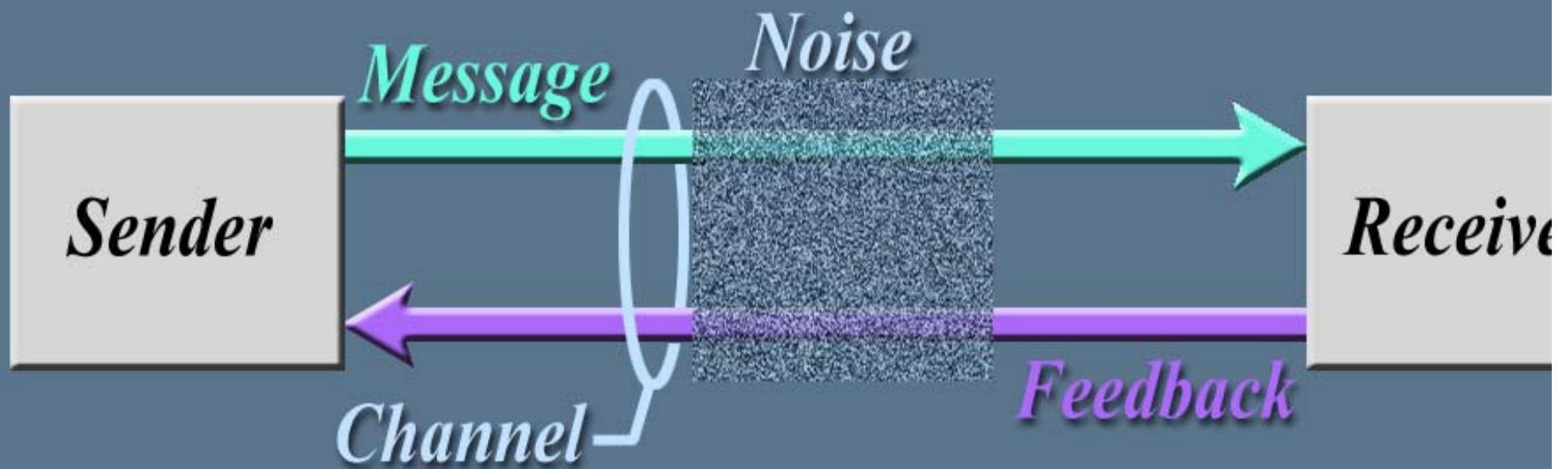
- ❖ Sensitive skills training
- ❖ Risk Management – Sensitive Skills
- ❖ Proactive training/reactive response
- ❖ Practice drills – keeps the training alive
- ❖ Effective Teams/Management
- ❖ Off-site support
- ❖ Professional screening

# Empathetic Communication

- Unspoken language
- What to say and not
- Comfort level



# *Communication Process*

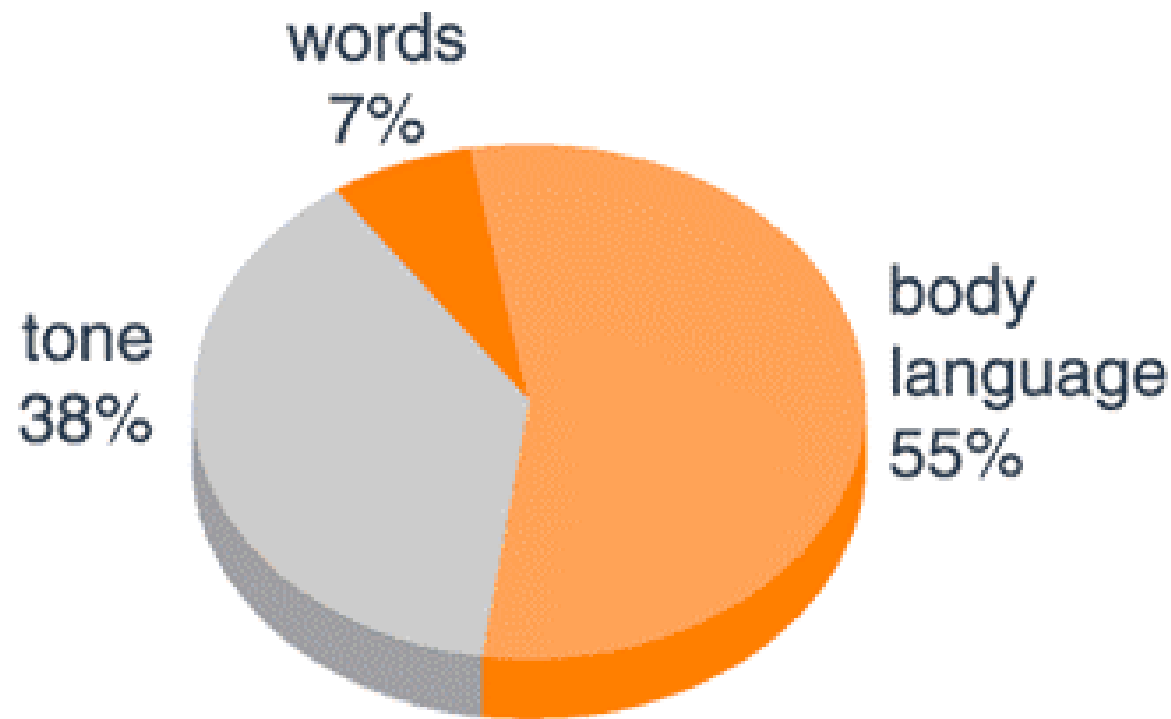




# Perception & Communication



# Perception & Communication



*Communication is 7% about **WHAT** you say  
and 93% about **WHO** you say it to!*

# The Power of Non-Verbal Communication

- 60 - 75% of meaning is conveyed non-verbally
- Over 700,000 possible physical signals can be sent through body movement alone
- 65% of interviewers base decisions on non-verbal cues
- primary means of forming first impressions
- It is a means by which we can communicate interpersonal attitudes

## *CHALLENGE :*

non-verbal communication is culturally based and quite different for men & women

# Interpersonal Relationships

- Research shows that 85% of our difficulties arise from interpersonal relationships
- It's important to understand others so that we can adapt our approach & better connect with them

# Know how to effectively support

- Don't judge people.
- Don't think that because someone wasn't there, they shouldn't experience any trauma.
- Traumatized people can only listen in short sentences.
- Talk about feelings, the anger, or get someone who can defuse it properly.

## **Know how to effectively support - *cont'd***

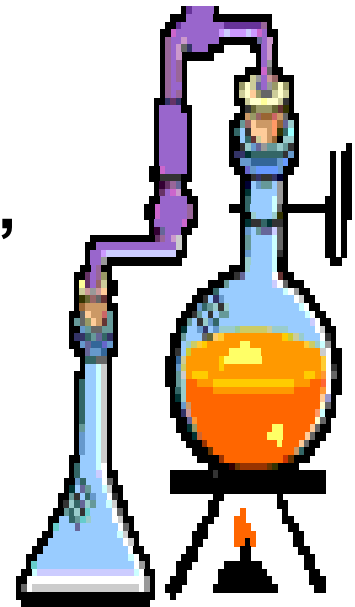
- Sometimes people react more intensely if they've had a crisis in their life. It can make the incident personal.
- Always have a pitcher of drinking water available.
- Keep your distance when talking. Remember, the normally-accepted "two-foot rule" or arm's length three to six feet when supporting.
- Only touch with permission

# The Chemical Cocktail

**It's important to understand what is going on inside.**

**We cannot assume that we already know, or that it's the same response for everyone.**

**Responding 'normally' to an 'abnormal' situation.**



## **People experiencing high anxiety are best supported by...**

- ✓ Remove them from the scene to a safer more secure environment
- ✓ Reassure them you are there to help
- ✓ Talk to them – listen – validate
- ✓ Touch them if appropriate – ask
- ✓ Direct them to do specific, task oriented action



# Connecting: What to say and do

- Start with emotion
- Ask, ask, ask
- Don't take on their pain
- Short sentences with body gestures
- Learn silence well
- The “golden rule”
- Adopt their spiritual values
- Be true to your values

# Don't use words that hurt

- You don't look that bad.
- Been there done that before.
- Mary was hurt more because she had a gun to her head.
- You're just crying for attention.
- It's three days post-crisis, you should be over it by now.
- Mark and Brenda were away so they shouldn't be included in our discussions.
- Don't feel guilty about this.

# DO's and Don'ts

- Don't Interpret, analyze or diagnose
- Empathize in terms of validating feelings the appropriate way
- Remember to control the environment for the people you are helping

# Key tips for defusing YOURSELF

- It is 'key' to take responsibility
- Give yourself permission to feel
- Talk, talk, talk
- Don't lie to your spouse/partner/co-worker
- Practice what you preach
- Educate yourself - educate others



# Minimize Potential Escalation

- Any physical danger – LEAVE!
- Know your boundaries
- Speak in clear, sensitive terms when talking about death, homicide, accident, suicide, etc.
- Listen to the key words the person is using
- Do not impose your beliefs
- ...other

# Action: What to do!

- Keep your education alive!
- Learn who is there to help.
- Saying and doing it right