



Psych.E.In. MOOC 1

Unit 7

6.2 Recommendations to support team building skills in crisis stage

In acute crisis stage, groups face with great adversity, chaos, uncertainty and high emotional arousal. To better manage crisis situations, a proactive attitude in supporting the team and enhancing members' cooperation can play an essential role in minimizing harm and restoring calm.

The following recommendations are a monitor about how to improve team support in the crisis stage; they could be helpful for you as a psychologist in emergency or as trainer of other rescuers member of the staff.

- Attend primary needs of each member of your team assessing their goals and expectations
- Recognize each member's role
- Support your team with
 - periodic informal meetings (e.g., offer lunch or dinner)
 - periodic formal meetings for discussion and debriefing
- Schedule follow-up sessions.
- Introduce informal caring actions and be sensitive to members' mood and unspoken feelings
- Be available, accessible and helpful with team members (e.g. remaining open to suggestions and concerns, asking questions, offering help)
- Support team leader to be available and accessible with group members



- Pay close attention to the ways in which team member works together and promote good communication, collaboration and trust
- Enhance trust and cooperation in your team being thankful and grateful towards team members
- Cultivate interpersonal relations and support good relationships among team members encouraging team members to share information, problems, and strategies to solve them
- Be clear when communicating with your team:
 - clarify directives
 - clarify mission, vision, goals
 - clarify expected results
 - do everything you can to avoid confusion and misunderstandings

