

MOOC 1 UNIT 4

Critical Incident Stress Orientation Introduction

Developed by Association of Clinical Psychologists (CZ)



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Learning Unit 4

Critical Incident Stress Orientation

- For psychologists, psychotherapists and psychoanalysts it is crucial to understand the concept of crisis and what approaches they could use in different situations. The crisis is divided into 3 stages:
1. **Pre-crisis**: The aim of pre-crisis assessment is to to **prevent crisis from happening** or **to be prepared for a crisis**.
 2. **Crisis stage**: During crisis it's important to manage rapid intervention, to solve problems and prevent further damages. In this stage decision has two characteristics: **timeliness** and **quality**. After understanding the current disaster situation, in the role of decision manager you have to react immediately to reduce the damage.
 3. **Post-Crisis stage**: This is a clean-up phase which follows the initial impact of the crisis. During this phase a broader assessment is taken. The length of this phase is indeterminate and depends on the nature of the crisis. This period serves for recovery and self-assessment. Negative effects might occur.
- In this chapter you will develop knowledge, competences and skills that will enable you to work with people in different crisis situations.

Learning Unit Outcomes

**Pre-Crisis
Assessment**

Management in Crisis

**Post-Crisis
Evaluation**

**Stress relief
techniques**

**Models:
BICEPS
CISO, CISM, CISD**

Learning from crisis

Communication

Management skills

Stress management

You will improve different competences

A good pre-crisis management involves material and personnel preparation that enhances their readiness in an emergency situation, foremost educated people who know what stress is and how to efficiently manage it.

Stress management is the most valued competence in crisis preparation.

Take charge of the situation quickly.

Gather all the information you can about the crisis and attempt to establish the facts and make the situation clear.

Tell your story to the appropriate groups that have a vested interest in the client, namely, the family, friends, coworkers, roommates, teachers, and the employer.

Take the necessary actions to fix the problem.

Good **communication** skills, active listening, empathy, to assess the need of victims/community and **clarify** what **resources** are available.

Management of the **resources** (local, external).

Evaluation of the steps taken during post crisis and those suitable for the crisis situation.

Setting a strategy plan based on the resilience in the community/victims.

Building the team with resources for different parts of post crisis plan.