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# **MOOC 1 Unit 4 Stress Management** in **Emergency Chapter 3 Post Crisis Stage**

Developed by Association of Clinical Psychologists (CZ





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#### **Post-Crisis Stage**

The aim of the post-crisis stage is to clean-up the initial impact of the crisis and provide broader assessment. The length of this phase is indeterminate and depends on the nature of the crisis. This period serves for recovery, self-assessment and for returning into normal life.

Learners will learn more about:

- Tools
- Post Crisis Management
- Assessment of the Post-Crisis Situation
- Learning tools for the team

Psychological Early Intervention

#### Introduction

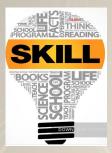
- Post-crisis is a clean-up phase which follows the initial impact of the crisis. During this phase a broader assessment is taken.
- The length of this phase is indeterminate and depends on the nature of the crisis. This period serves for recovery and self-assessment. Negative effects might occur.
- Post crisis stage occurs after the crisis is under control and the losses are being processed. It is crucial that the acute crisis is under control and that the person has the capacity to pursue the next stage.
- The acute stage does not last forever, and it is important to be prepared for the next steps.
   The Post-crisis stage on the other hand might last much longer.
- It is crucial to provide a person in the post-crisis stage with resources.



#### 1.1 Assessment – Post-Crisis Stage Knowledge

Take a step back and assess the post-crisis situation. Evaluate the steps that have been taken during the crisis and look at the steps that could be taken individually. Having tools can make planning after-care much easier. One should evaluate the situation and provide valuable resources for individuals. We should define how we can improve resilience in the community and the victim. Setting a strategy plan based on this information can help us proceed to the next step. Team should be prepared for further questions from the individuals after setting the strategy plan.

- 1. Communicate the needs of the victims/community.
- 2. Document the outcomes and plans, improve the strategy based on the information and assessment of the situation.
- 3. Build a team and experts for different parts of the situation.



#### 1.2 Assessment – Post-Crisis Stage Skills

Post Crisis Stage is a stage that mainly focuses on restoring the peace within the community and individual and aims to improve resilience. Main skills that are needed during the assessment of the Post-Crisis stage are based on the assessment of coping strategies, resources, community and good team coordination.

Skills during the post crisis stage are focused on :

- 1. Evaluating the crisis management efforts
- 2. Learning from the crisis
- 3. Continuing post-crisis actions
- 4. Follow-up communication
- 5. Continued monitoring of the crisis



**TIP 6 - Integrated Approach to Disaster Risk Management** 



## 1.3 Assessment – Post-Crisis Stage Competence

During the assessment of post crisis situation one should have competences to work with the team and with the community/individual in crisis:

- 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)
- Evaluating the steps that are about to be taken during post crisis and are 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.



## 2.1 Stress Management in Post-Crisis Knowledge

It can be useful to explore internal and external resources that each person or community have and evaluate which ones are helpful. These resources might play a big part in remaining stable during the post crisis phase.

One of the main goals of the post-crisis stage is also to minimize harmful stress effects. Stress can cause a biochemical change in the body, has physiological effects, and causes psychological changes. Prolonged stress can lead to acute and chronic health conditions (Murphy, 1996). During the post-crisis phase, the crisis is stabilized, and one should focus on strategies and techniques that could lead to reduction of stress or prevent post traumatic stress disorder in individual/community.

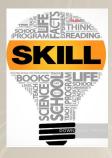


## 2.1 Stress Management in Post-Crisis Knowledge

These techniques might help during the post-crisis phase to provide the victims or communities with some tools how to cope with the situation.

During the stress management in Post-Crisis stage different strategies can be used :

- 1. Progressive muscle relaxation
- 2. Cognitive behavioural skills training
- 3. Coping strategies
- 4. CISM



## 2.2 Stress Management in Post-Crisis Skills

- Differentiation between each relaxation technique
- Ability to provide progressive muscle relaxation
- Identifying good coping skills
- Basics of cognitive-behavioural skills training and the knowledge about the benefits
- Focusing on learning, setting open-ended questions, and discussing the possible improvement for the next time when something similar occurs



#### 2.2 Stress Management in Post-Crisis Skills

#### **TIP 7 - Stress reducing techniques**







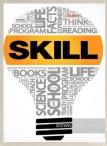
## 2.2 Stress Management in Post-Crisis Competence

- Ability to evaluate the intensity of the stress reaction within the community/victims
- Provide each victim with stress management plan and knowledge how to reduce the stress by using different relaxation techniques, or coping strategies
- Improve the plan based on the needs and coping strategies
- Educate victims/community about the stress management they can do by themselves and plan the next steps
- Assess which types of coping skills each victim/community have



## 3.1 Learning Tools –Post Crisis Stage Knowledge

- It is important to assess the crisis not just for the individuals/community, but also for the team that can learn from the crisis as well. During the crisis team experiences different types of challenges. Team should focus on how these challenges were assessed, what mistakes have been made and what helped them during the crisis
- Different methods are recommended during the post crisis phase. Clients should have a backup plan made by a specialist after the intervention. These ones should be the baseline and navigate the person where to seek help if needed. They include:
- 1. Follow-up services
- 2. Follow-up meetings
- 3. Post-incident education



## 3.2 Learning Tools –Post Crisis Stage Skills

For the post crisis stage learning tools and skills are focused on:

- Assessing the challenges
- Exploring the decision making process
- Decision requirements, vulnerabilities in a plan
- Securing subsequent care
- Providing follow up services for the community/victim
- Educating people about how a person can react to stress, loss or other difficult emotional strain

Learning Tool	Description
Decision Making Critique	<ul> <li>Explore important cues that might have been seen earlier, assessments that were mistaken, and the types of uncertainties encountered and how they were handled.</li> <li>Why they made the decisions they did</li> <li>What information and events influenced decisions</li> <li>What factors helped or hindered decision making</li> </ul>
Decision Requirement	Key judgements and decisions are identified, and the reasons why these decisions were difficult can be discussed.
Pre-Mortem	<ul> <li>Key vulnerabilities in a plan can be identified.</li> <li>What could have caused the plan to fail</li> <li>What reasons are there for the failure</li> <li>What critical flaws may have affected decisions</li> </ul>
Commander's Intent	The Team Leader describes his/her intent (goals and focus) and how he/she would expect the team to react. Simultaneously, the team members detail how they think they would react. The two interpretations can then be compared.



## 3.3 Learning Tools – Post Crisis Stage Competences

Specific tasks in learning tools in post-crisis are focused on:

- Identifying actions taken and the options and discuss the pros and cons of each alternative
- Providing each victim/community with positive outcome, learned lesson
- Checking if the tools are suitable for each person and make a plan individually based
- Presenting all known scientific or technical information about the alternatives.
- Considering and evaluate all applied ethical perspectives.
- **Educating** the victims/community about the trauma, stress



**TIP 8 - Traumatic stress studies** 

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## Conclusion

A post-crisis phase serves for self assessment, learning and recovering after the crisis. Important part of post-crisis stage are resources and follow-up communication, that supports recovery. During this phase is not determine how long it should last but it is very important to take this stage seriously and evaluate the outcomes of how the crisis was managed. It is vital to know how to cope with stress, that victims/community might experiences and what tools could be used during the assessment and follow-up process.

**<u>Steps</u>**: Assessment, Education, Stress management, Follow-up communication

## Conclusion

#### Key Points:

- Focus on the steps that you can take during the post-crisis stage for each individual/community and different crisis.
- Think of a different resources individual/community could use during the healing process.
- Use an evaluation after the post-crisis intervention is taken to improve your skills and team and learn what you can do differently during the next crisis.