

MOOC 1 UNIT 4

Critical Incident Stress Orientation Conclusion

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Learning Unit 4

Critical Incident Stress Orientation

A **pre-crisis** phase is a time of opportunity that allows you to do anything to feel more prepared for what is going to happen during a critical incident. It is important to evaluate the situation, prepare for the situation and communicate with the team and victims. It gives us a chance to learn from previous critical incidents, study antecedents, scenarios, and mistakes. We can think about different options, prepare step by step guides. Important part in crisis situations are primary prevention & information materials on stress and trauma. Implementing self-care & relaxation techniques might reduce stress and other harmful factors. **During the crisis** one should use suitable approach how to handle crisis and communicate well in the team. 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 it is not determined 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.

Summary of Pre and Post-Crisis CISO

Pre-crisis

- Learn from previous critical incidents, study antecedents, scenarios, and mistakes
- Think of different options, prepare step by step guides
- Primary prevention & information materials on stress and trauma
- Self-care & Relaxation techniques
- Effective communication with reflective listening

Post-crisis

- Focus on the steps that you can take during the post-crisis stage for each individual/community
- Think of the healing process.
- Use an evaluation after the post-crisis intervention
- improve your skills and team
- Learn what you can do differently during the next crisis.

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attention!**

