

## Toolkit 1 Pre intervention

### Learning Unit 10

**Self evaluation: reconnect to yourself,  
keep in mind your resilience**

#### 3 – Connect to your external resilience

3. *Am I connected to my external resilience?*



**No**

**If you answered “No”, please read the following recommendation**

#### Activity 3



List of  
recommendations

#### Recommendation

**Note:** It is very important that returning from an early psychological intervention you get back in touch with your family, friends and colleagues. Do not be isolated. Find time for your favourite social activities, hobbies and physical exercise.

## Activity 3.1

### Family

Returning from an early psychological intervention you may need to feel socially connected to your family. To have a supportive network of family around can be a protective factor against stress and decrease the impact of a crisis event on psychological wellbeing in the recovery phase. In order to reinforce your resilience after an early psychological intervention, it is necessary to rely on a strong network of people who you can trust.

Here some psychological recommendations to maintain healthier and supportive relationships with your family after a crisis event:

- 1. Show your family members that you care about them:** show your family that although the crisis event required a lot of your physical and mental resources, you care about them and they are always on your mind. It can help to strengthen family relations and cohesion. Verbally express appreciation and gratitude, this is a great way to strengthen relationships!
- 2. Pay attention to the quality of time spent with your family:** after an early psychological intervention during a crisis event, you may find it difficult not to think about what happened and to focus on the present and experience difficulties in reconciling family and work life. That is why it is so important to pay attention to the quality of time you spend with family members. There are countless ways to spend time with your family but you need to be sure that family time is quality time not just quantity time! Give your children and partner your full attention, share what is happening in your lives and turn off your phone!
- 3. Have positive communication:** Communication can be hard in a family context, especially after an early psychological intervention for a crisis event that strongly affected you emotionally. You may experience the tendency to repress your feelings, emotions and fears in order to protect your family. The best thing to do in such cases is just to name your emotions, (say, for example, "I am worried/scared about what happened") and clearly communicate with your family members. It is important to legitimise emotions and recognise their protective value even when they are negative. Grandparents, aunts, uncles and friends will be able to support us through this difficult time. This can result in far-reaching benefits for your health and resilience.



4. **Share decisions:** shared decision making is a collaborative process that can improve your personal resilience helping to promote family harmony and providing a safe time and place for share information, ideas, options and preferences and recognise good things happening in the family. For shared decision making to take place, information, evidence, options and preferences should be exchanged and discussed. All voices should be respected and concerns shared in a safe place.
  
5. **Be reliable and reinforce your family values:** part of maintaining a strong family is being able to rely on others. This is very important in the recovery phase following an early psychological intervention when you need to be able to rely on other's support. Healthy families hold members accountable for their behaviour and are supportive when it is needed. Family values can reinforce relationships defining what you and your family consider important. These values can impact how you experience your life and help you to maintain balance and stability after a crisis reinforcing personal resilience and coping strategies.

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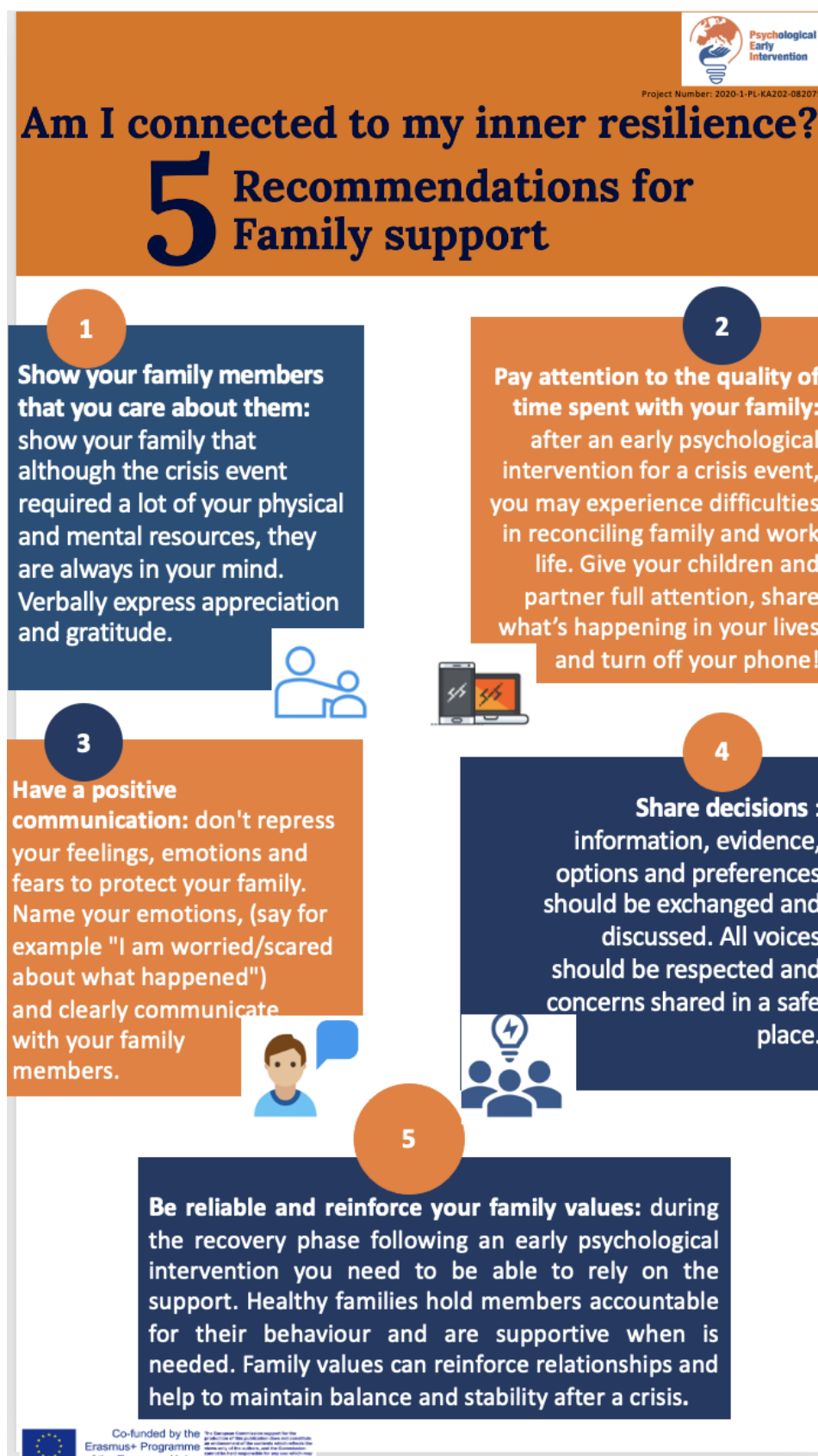
**Psychological  
Early  
Intervention**

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**Am I connected to my inner resilience?**  
**5 Recommendations for Family support**

**1**  
**Show your family members that you care about them:** show your family that although the crisis event required a lot of your physical and mental resources, they are always in your mind. Verbally express appreciation and gratitude.

**2**  
**Pay attention to the quality of time spent with your family:** after an early psychological intervention for a crisis event, you may experience difficulties in reconciling family and work life. Give your children and partner full attention, share what's happening in your lives and turn off your phone!

**3**  
**Have a positive communication:** don't repress your feelings, emotions and fears to protect your family. Name your emotions, (say for example "I am worried/scared about what happened") and clearly communicate with your family members.

**4**  
**Share decisions :** information, evidence, options and preferences should be exchanged and discussed. All voices should be respected and concerns shared in a safe place.

**5**  
**Be reliable and reinforce your family values:** during the recovery phase following an early psychological intervention you need to be able to rely on the support. Healthy families hold members accountable for their behaviour and are supportive when is needed. Family values can reinforce relationships and help to maintain balance and stability after a crisis.

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## Activity 3.1

### Peers

Returning from an early psychological intervention you may need to feel socially connected with friends as well as with your family members. Having solid relationships has far-reaching benefits for your health and resilience and can be critical in order to reduce the impact of a crisis event on psychological well-being in the recovery phase. It can also help to prevent isolation and loneliness. In order to reinforce your resilience after an early psychological intervention it is necessary to rely on a strong network of people who you can trust.

Although peer support networks can play an important role in times of crisis, a strong connection with your external networks (such as with peers) needs to be developed and built also after a crisis event and then maintained every day in your daily life. Being able to rely on your friends and feeling that they are there for you if you need them will help you to improve personal resilience after a crisis.

Here are some recommendations of ways to maintain and foster lasting and supportive relationships with peers:

1. Keep in touch: after an early psychological intervention do not forget to answer phone calls, return emails and reciprocate invitations
2. Spend quality time together and recognise when to share experiences and when to listen.
3. Surround yourself with at least a few good friends and confidants.
4. Have positive communication and avoid pitfalls when not meeting in person
5. Listen actively, openly and non-judgmentally, demonstrating empathy, active listening and flexibility.
6. Do not compete with your friends; be happy when your peers succeed.
7. Do not exceed: be careful not to overwhelm friends and family with phone calls and emails.
8. Show appreciation to your friends: take time to thank and express how important they are to you.
9. Be available: for your friends or peers when they need support, suggest a time and space to meet, listen and talk if needed.
10. Avoid spending too much time with someone who is constantly negative and critical.





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## Am I connected to my inner resilience?

# 10 Recommendations for Peer support

1

**Keep in touch:** after an early psychological intervention don't forget to answer phone calls, return emails and reciprocate invitations

2

**Spend quality time together and recognizes when to share experiences and when to listen.**

3

**Surround yourself with at least a few good friends and confidants.**

4

**Have positive communication and avoid pitfalls when not meeting in person.**

5

**Listen actively, openly and non-judgmentally, demonstrating empathy, active listening and flexibility.**

6

**Don't compete with your friends: be happy when your peers succeed.**

7

**Don't exceed: be careful not to overwhelm friends and family with phone calls and emails.**

8

**Show appreciation to your friends: take time to thank and express how important they are to you**

9

**Be available: for your friends or peers when they need support, suggest a time and space to meet, listen and talk if needed.**

10

**Avoid spending too much time with someone who is constantly negative and critical.**



## Activity 3.3

### Colleagues

Maintaining healthy and cooperative relations with colleagues and team members is important for you after an early psychological intervention. It helps to maintain and reinforce mutual trust, teamwork and to create a positive work environment for future interventions. A healthier and more supportive work environment can also decrease the impact of a crisis event on psychological well-being in the recovery phase, reduce stress and improve your personal resilience.

Here some psychological recommendations in order to maintain healthier and supportive relationships with your colleagues:

- 1. Receive and give effective feedback about the intervention:** effective feedback about performance during the crisis event can reinforce strength, personal resilience and connection with your work environment. Here some recommendations:
  - Provide people with a safe zone to express their thoughts.
  - Listen without interrupting in order to absorb more information.
  - Do not be defensive or too much focused on your response.
  - Be receptive to new ideas and different opinions.
  - Ask before offering your feedback or advice.
  - When you give feedback be specific, timely and realistic.
  - Offer your support, help and collaboration.
- 2. Have positive communication with your team:** open and honest communication is the foundation of a successful team. After a crisis event it is important to check if you and your team performed effective communication during the psychological early intervention.
- 3. Be assertive:** remember to share professional opinions, information, ideas, decisions, and expertise effectively. Assertive communication can help you control stress and anger and improve resilience. Remember that everyone has the right to express his or her own views, and yours deserves no more or less weight than any other. Assess your assertiveness during the crisis event:
  - Did you use "I statements"? this kind of sentence lets people know what you are thinking or feeling without sounding accusatory (for example, "I disagree" rather than "You're wrong.").
  - Did you remember to be simple and specific? (Did you use direct and specific language expressing your thoughts and feelings about a specific aspect?).



- Did you focus on one topic and avoid bringing up old issues or past behaviour?
  - Did you express feelings to others appropriately? Did you use putdowns or name calling?
- 4. Reinforce team values and inclusivity:** try to learn from experience and reflect on what worked well and what did not by analysing what needs to be improved. Shared experience can reinforce team values and help you and your team to maintain balance and stability after a crisis, reinforcing personal resilience and coping strategies.
- 5. Spend free time together:** Breaks are an important part of everyone's workplace routine. After an early psychological intervention taking some breaks with members of your team can help to reinforce relationships and create a sense of community encouraging informal discussions and openness between team members.

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## Am I connected to my inner resilience?

# 5 Recommendations to improve relationships with Colleagues

1

**Receive and give effective feedback about the intervention:** effective feedbacks about performances during the crisis event can reinforce strengths and personal resilience.



2

**Have a positive communications with your team:** open and honest communication is the foundation of a successful team. After a crisis event check if you and your team performed an effective communication.



3

**Be assertive:** share professional opinions, information, ideas, decisions, and expertise effectively. Assertive communication can help you control stress and anger and improve resilience after a crisis event



4

**Reinforce team values and inclusivity:** learn from experience and reflect on what worked well and what didn't. Shared experience reinforce team values maintain balance and stability after a crisis, reinforcing personal resilience and coping strategies.



5

**Spend free time together:** after an early psychological intervention take some breaks with members of your team. This can help to reinforce relationships and create a sense of community encouraging informal discussions and openness between team members.

