

Toolkit 1 - Learning Unit 8 Pre Intervention



BEFORE ANYTHING PLEASE REMIND

The **posture of the intervener** during a crisis is a **major factor** in the smooth running of the situation.

Indeed, as an **operational figure** in the field and as a **safety person for the victims**, he/she must be able to **work in collaboration, in safety for him/her and for others**.

This also implies **being attentive to one's own needs, emotional and mental state** in order to also take care of oneself and avoid possible vicarious traumas during crisis contacts.

Remember you **have to be trained** to crisis emergency interventions and in **good and safe mental and brain Health**

N.B. : all exercices can be used in pré-acute phase, acute phase and follow up but with variations depending on the time you have.

Toolkit 1 - Learning Unit 8 Pre Intervention

Activity 4a Enhancing our differences



Check

4. Do you feel that the person you're in contact with has references to something you don't believe in or understand?

If you answered "Yes", please try this activity :



The richness of human beings is that they have been able to develop different ways of life and cultures, depending on their origins and where they live. This is why language can be a means of communication that is synonymous with link as well as difference. When we exchange with another person, we are already encountering another universe. This phenomenon is heightened when the interlocutors come from and are steeped in different cultures. However, our social and empathic skills and our tendency to seek a sense of belonging help to overcome this. A professional working in an emergency situation will therefore be particularly careful to be open and informed in order to develop cultural empathy.

Here are different themes around which to exchange with others and have information in mind :

- **Religion**
- **Relation homme/femme** dans les interactions et contexte
- **Croyances spirituelles autres**
- **Rituels de prise de contact** dans la communication
- **Présentation** et de **dire bonjour** à l'autre lors de la rencontre
- Manière d'aborder les **besoins**, la **vulnérabilité** ou la **demande d'aide**
- **L'expression des émotions**
- L'évocation de la **mort** et le **deuil**
- Y a-t-il une **hiérarchie** à respecter avant de s'adresser à son interlocuteur ?
- Quel est le **rapport au conflit** et à **sa gestion** avec mon interlocuteur ?
- Quel est le **rapport au toucher** dans la culture de mon interlocuteur ?
- Quelles sont les **actions du quotidien** ou autre **autorisées en privé** ou **public** ?