

Toolkit 2 - Learning Unit 3

Pre-intervention

Activity 4

Coordinate your team and coordinate yourself in the intersectoral network



Exercise

Psychological resilience training

4. Are you aware of how to build and improve resilience in a team as a coordinator?



NO

Activity 4

How can we build psychological resilience to use in crisis intervention?

Psychoeducation - we educate team members about building a plan and discuss the most appropriate strategy for dealing with conflict

A psychological crisis is the moment in which we feel that the whole world has fallen apart. It is an acute disturbance of psychological balance where all our learned mechanisms for coping with crisis situations also fail. One feels anxiety, fear and thus the overall ability to function normally is disrupted. One loses control and power over the current situation. However, the more power we have to influence what happens, the less we experience anxiety and fear. Although we cannot have control over the entire situation in the current situation, we do have the ability to influence some areas:

1. Our internal psychological environment, i.e., what we think about the current situation. While we cannot control what happens to us, but can influence our attitudes and reactions.
2. To a large extent, it is equally important to control the external environment. Even a little control over an event can have a significant impact on what we experience.

In times of crisis, control and predictability have shown themselves to be essential aspects that can help. Therefore, it is important to have a plan.

How do plans help us?

Plans in this situation should relate to what we are going to do and what we are going to deal with. You can write down a list of tasks over which you will have control. It is advisable to structure your day and create boundaries. Such a structure will provide you with 3 basic psychological functions:

1. It will provide you with a sense of security and safety in these uncertain times.
2. Directs your attention. It directs your thoughts to what you plan to do and what you have to do. Depression and anxiety will set in when you have nothing to do. In general, if a person is bored or not occupied in any way he tends to become immersed in his thoughts, think about the future and thus gradually fall into a depressive state.
3. It satisfies your psychological needs. In order to have all your basic needs met you need a schedule and a plan. This has to be short-term as you don't know how the current situation will evolve. It is not ideal to plan months in advance. You should only focus on the next day or week.

How to make such a plan?

1. First of all, think about which activities you have to do and which bring you joy. Write them all down, no matter about the your actual situation. These should be activities that you already do and which you know satisfy you and make you happy.
2. Try to relate these activities to the psychological needs that these activities satisfy. Simply imagine an activity and think about what it brings you. If it is an activity that you cannot do at the moment, then try to find a substitute activity that could replace the same activity.

3. Make sure to include all areas of basic needs (social - contact with friends, relaxation, physical - sport, work or study).
4. You should also include harder activities that you have to force yourself into. This is how you overcome and build up your ability to cope with stress.
5. Try to make a precise timetable as well, as time boundaries can give you an ideal structure.
6. Try to make it happen even if you are not motivated or in the mood.
7. Try to create new rules of functioning (food, habits...). They should be simple.
8. Build your resilience to stress. The first step to building stress resilience is to be willing to experience stress in order to toughen yourself up with stress. This point is very important as in unpredictable situations we don't know how much resilience capacity we will need.
 - Recommendation, exposure to the rope-climbing centre, or go rafting – helps overcoming fear

We will ask team members to complete a questionnaire and we will analyse the results together.

STYLES OF CONFLICT RESOLUTION

- Think of two contexts (situations A and B) in which you have/had a conflict, disagreement, argument or disappointment with someone. Examples might be a colleague at work or someone you live with. Use the following scale to fill in the scores for situation A and situation B. You will have two scores for each question. For example, in question 1, the score might look like this: 1. 2 | 4
- Write down the name of the person for each situation here:
- person A: _____ personal relationship person B: _____
work/employment relationship

-



1 = never 2 = rarely 3 = sometimes 4 = often 5 = always

Person | Person

A | B

1. ___ | ___ I avoid getting into arguments; I keep conflicts to myself.
2. ___ | ___ I use my influence to get my ideas across.
3. ___ | ___ I usually try to compromise in order to solve the problem.
4. ___ | ___ I generally try to meet the needs of others.
5. ___ | ___ I try to look into the problem in order to find a solution that is acceptable for both of us.
6. ___ | ___ I usually avoid openly discussing the differences between myself and others.
7. ___ | ___ I use my authority to make decisions in my favour.
8. ___ | ___ I try to find a middle way to resolve the impasse.
9. ___ | ___ I usually conform to the wishes of others.
10. ___ | ___ I try to combine my ideas with the ideas of others so that we can come up with a solution together.
11. ___ | ___ I try to stay out of misunderstandings with others.
12. ___ | ___ I use my expertise to push for decisions that suit me.
13. ___ | ___ I propose a compromise to get us out of the impasse.
14. ___ | ___ I yield to the wishes of others.
15. ___ | ___ I try to work with others to find solutions that meet the expectations of both of us.
16. ___ | ___ I try to keep my disagreement to myself to avoid difficult feelings.
17. ___ | ___ I usually push my view of the problem.
18. ___ | ___ I negotiate with others to reach a compromise.
19. ___ | ___ I often listen to other people's suggestions.
20. ___ | ___ I exchange accurate information with others so that we can solve the problem together.
21. ___ | ___ I try to avoid uncomfortable exchanges with others.
22. ___ | ___ Sometimes I use my power to win.
23. ___ | ___ I accommodate others so a compromise can be reached.
24. ___ | ___ I try to meet the expectations of others.
25. ___ | ___ I try to bring to light all our concerns so that the problems can be resolved.



Scoring: add up the points in the following questions:

1.	___ ___	2.	___ ___	3.	___ ___	4.	___ ___	5.	___ ___
6.	___ ___	7.	___ ___	8.	___ ___	9.	___ ___	10.	___ ___
11.	___ ___	12.	___ ___	13.	___ ___	14.	___ ___	15.	___ ___
16.	___ ___	17.	___ ___	18.	___ ___	19.	___ ___	20.	___ ___
21.	___ ___	22.	___ ___	23.	___ ___	24.	___ ___	25.	___ ___
	___ ___		___ ___		___ ___		___ ___		___ ___
	A B		A B		A B		A B		A B
	Avoidance sum		Competition sum		Compromise s sum		Adaptation sum		Cooperati on sum

The five basic styles can be combined into two dimensions - cooperativeness and assertiveness. When you are assertive, you stand up for what you want and don't automatically back down in front of others.

Assertiveness Index = (Competition + Cooperation) - (Avoidance + Adaptation)

If you use a lot of cooperation and adaptation and not a lot of competition and avoidance, you have a high cooperativeness index. You prefer to cooperate with others rather than fight or avoid each other.

Cooperativeness Index = (Cooperation + Adaptation) - (Competition + Avoidance)