

Fostering Resilience

THE CRISIS COUNSELOR'S ROLE IN
PROMOTING POSITIVE OUTCOMES

MARCH 2025

Magellan
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Objectives

1 Define resilience

2 Identify characteristics of resilience

3 Discuss ways to build resilience through CISM intervention

4 Review self-care applications for the CISM provider

A large light gray triangle points from the top left towards the bottom right. Several smaller, colorful triangles are scattered around it: a large orange one on the left, a small lime green one above it, a small purple one at the top right, a small blue one to its right, and a medium magenta one below the purple one.

Defining resilience

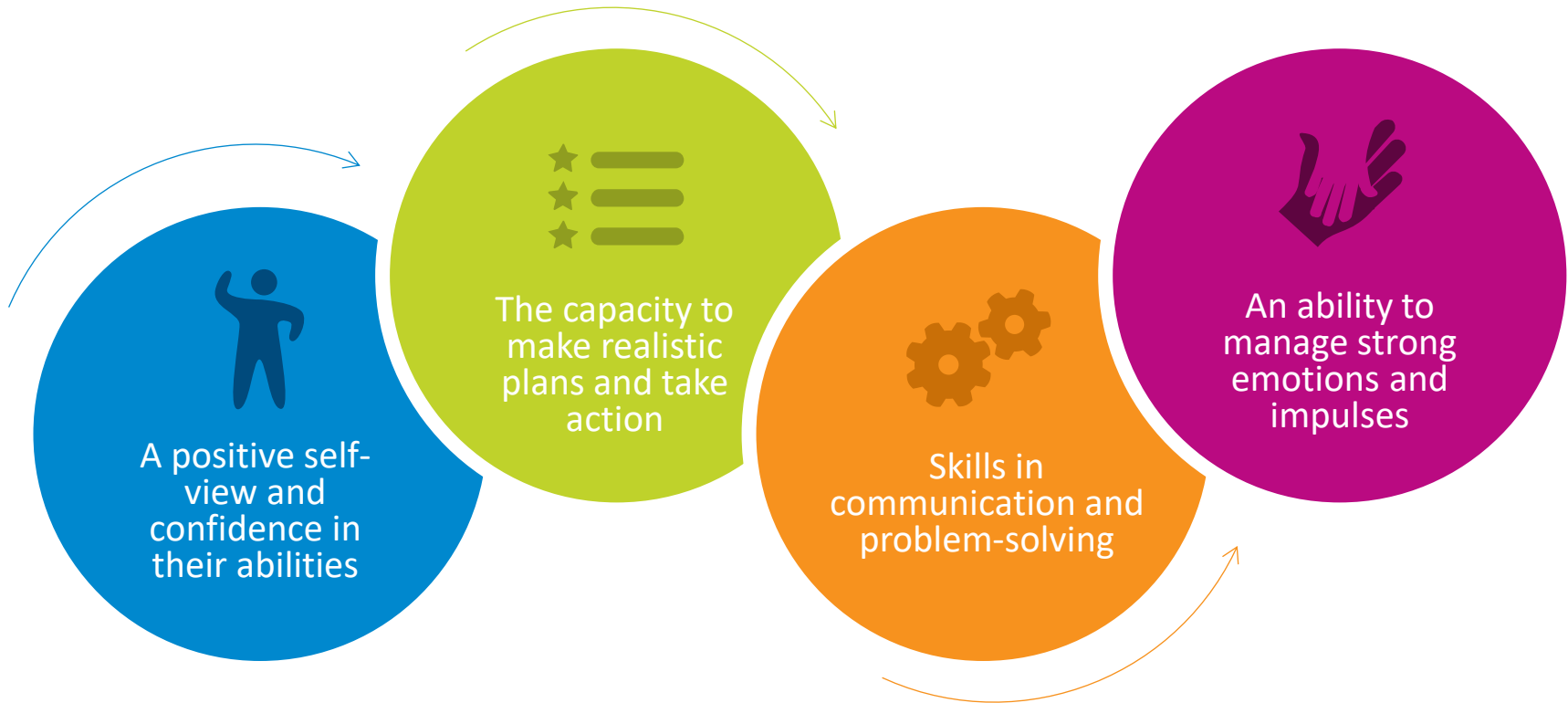
Resilience is:



The slide features a light gray diagonal band across a white background. Six triangles of various colors (orange, lime green, purple, magenta, blue, and dark purple) are scattered around the central text.

Characteristics of resilience

Traits resilient people demonstrate



A large light gray triangle points from the top left towards the bottom right, serving as a background for the title. Several smaller, colorful triangles are scattered around: a large orange one on the left, a lime green one above it, a purple one at the top right, a blue one to its right, and a magenta one below the purple one.

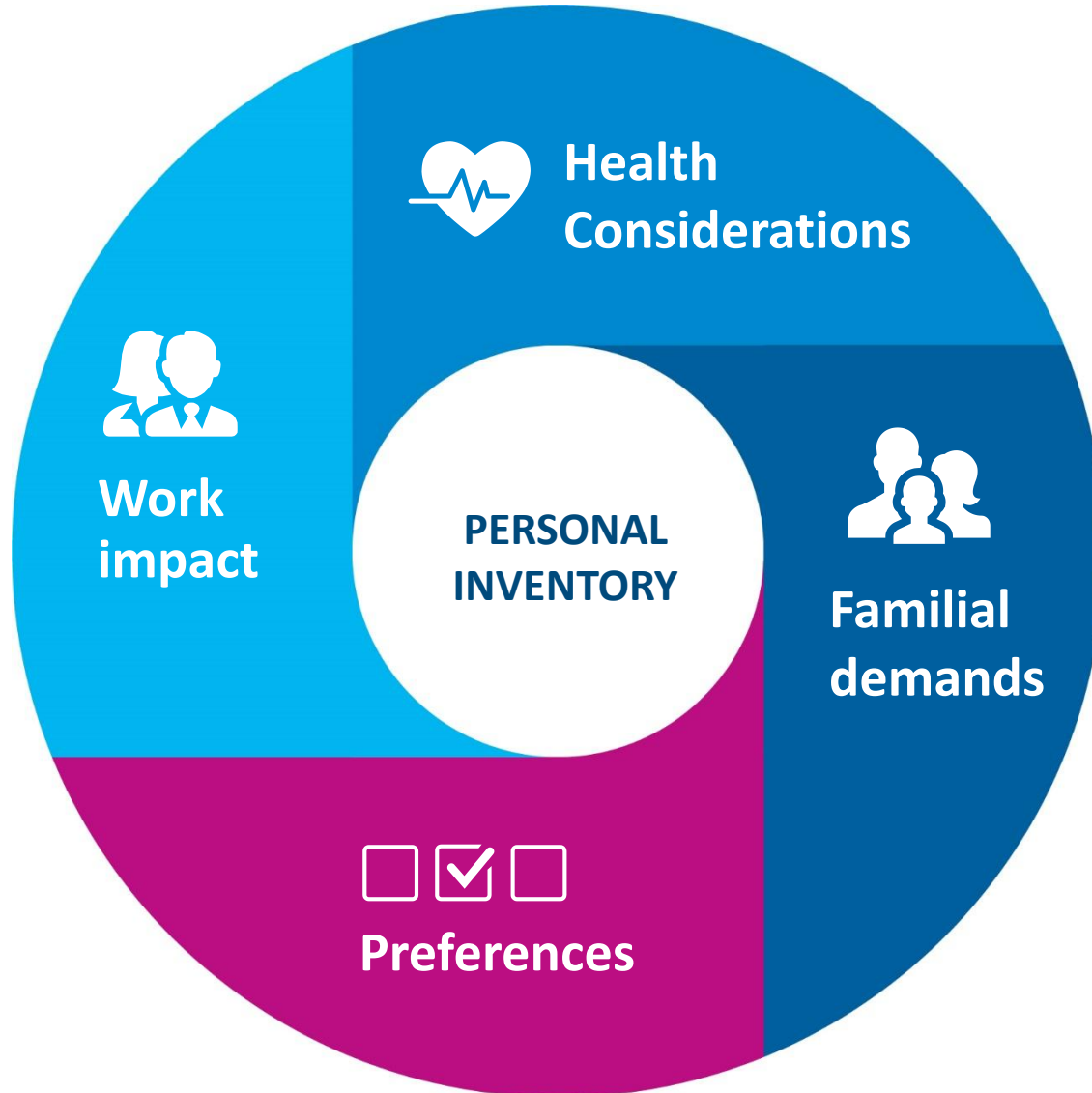
The crisis counselor's role in building resilience



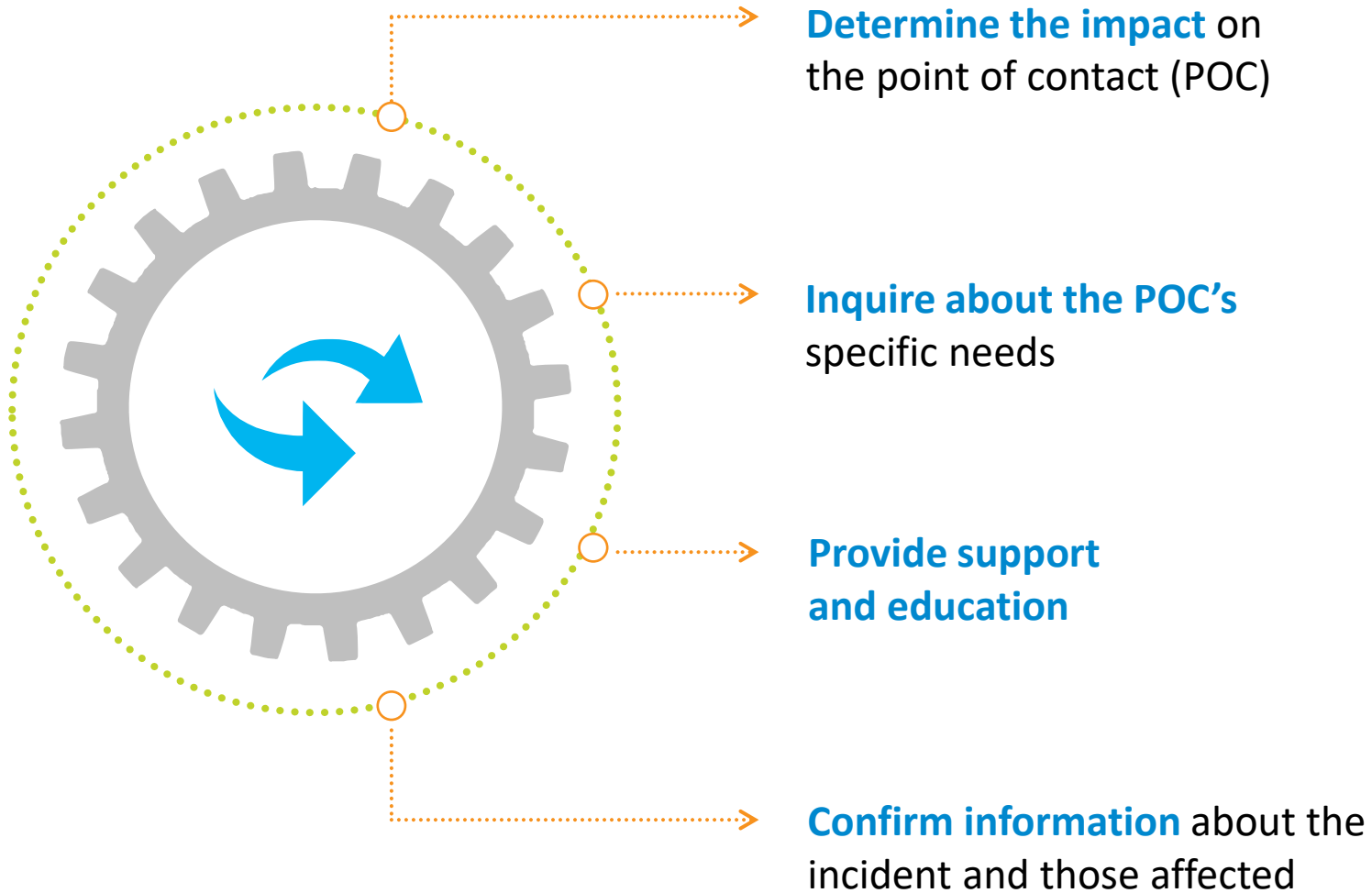
Mastering others is
strength; mastering
yourself is true power.

CHINESE PHILOSOPHER

The personal inventory in critical incident intervention



Initiating the response



The response



Offer
psychological
first aid (PFA)

Provide
reflective
listening

Educate regarding
acute stress & post
traumatic stress
disorder (PTSD)

The response - psychological first aid



Offer
psychological
first aid (PFA)

Prioritize the individual's
basic needs:

- 1 Physiological
- 2 Safety
- 3 Social

The response – reflective listening



Provide
reflective
listening

Through talk, the
affected individual:

- 1 Gains insight
- 2 Problem solves
- 3 Receives validation



Educate regarding
acute stress & post
traumatic stress
disorder (PTSD)

Provide facts and
statistics regarding:

1

Acute stress

2

Post traumatic
stress disorder
(PTSD)

The response – self-care



Self
Care

Encourage individuals to be proactive:

- 1 Limit news exposure
- 2 Reach out to family and friends
- 3 Maintain daily routines
- 4 Engage in activities that restore pleasure & peace

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Self-care for the provider



Self
Care

Practice what
you teach:

- 1 Limit news exposure
- 2 Reach out to family and friends
- 3 Maintain daily routines
- 4 Engage in activities that restore pleasure & peace



Self
Care

Practice what
you teach:

- 1 Relaxation
- 2 Breathing techniques
- 3 Mindfulness



Self
Care

Counteract the impact of
compassion fatigue:

- 1 Awareness
- 2 Interventions
- 3 Connections

Self-care for the provider



 **Stay connected** to the goodness with all of your being

 **Give freely**

 **Take in abundantly**

 **Find your safety**, your refuge and go there as you need

 **Hear what you can** and be honest about the rest

 **Be honest** at all costs

STEELE, 1989



Words won't always come – sometimes there are
no words in the face of such tragic evil.
But in your willingness to BE with them – they
will hear you. From soul to soul they will hear –
that for which there are no words.

KATHY STEELE

Employee Assistance Program

THANK YOU!

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24 hours a day / 7 days a week

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