



# Fostering resilience

THE CRISIS COUNSELOR'S ROLE IN  
PROMOTING POSITIVE OUTCOMES

AUGUST 2018

**Magellan**  
HEALTHCARE<sup>SM</sup>

# Objectives

1 Define resilience

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2 Identify characteristics of resilience

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3 Discuss ways to build resilience through CISD intervention

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4 Review self-care applications for the CISD provider

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# Defining resilience

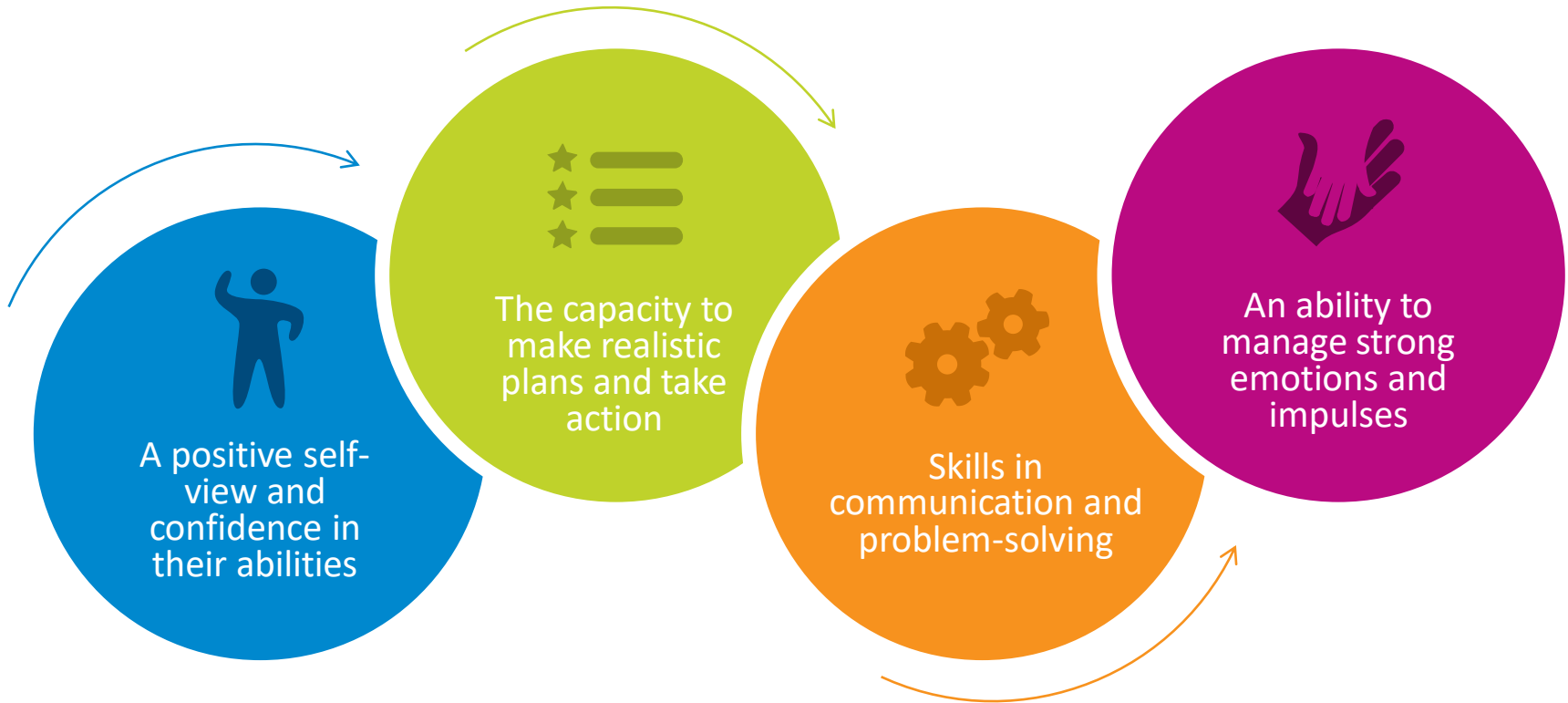
# Resilience is:



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# Characteristics of resilience

# Traits resilient people demonstrate



A large light gray triangle is positioned on the left side of the slide, pointing towards the right. Several smaller, colorful triangles are scattered around it: a large orange triangle on the left edge, a small lime green triangle above it, a small purple triangle in the upper right, a small cyan triangle to its right, and a medium-sized magenta triangle below the purple one.

# The crisis counselor's role in building resilience

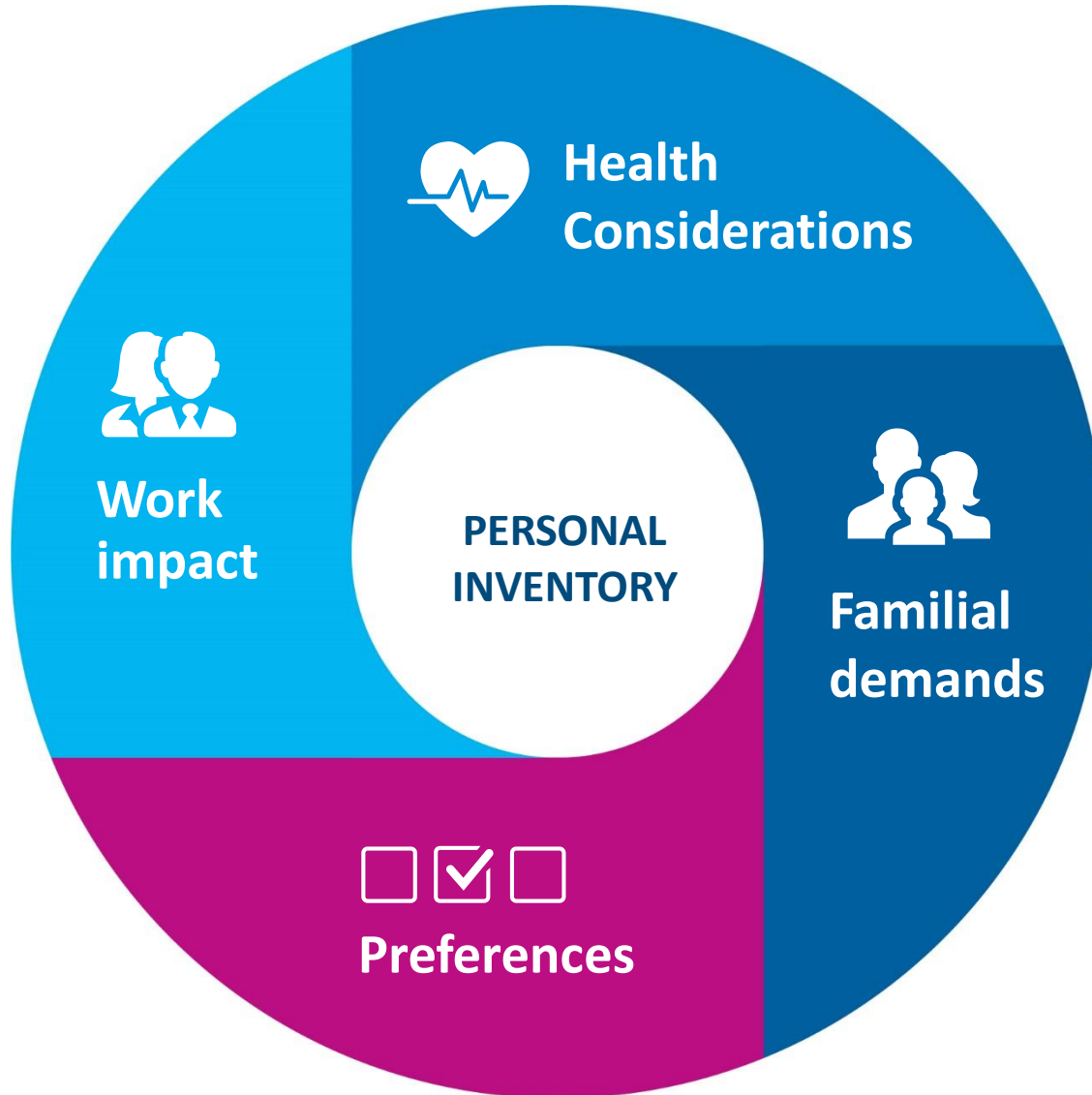


Mastering others is  
strength; mastering  
yourself is true power.

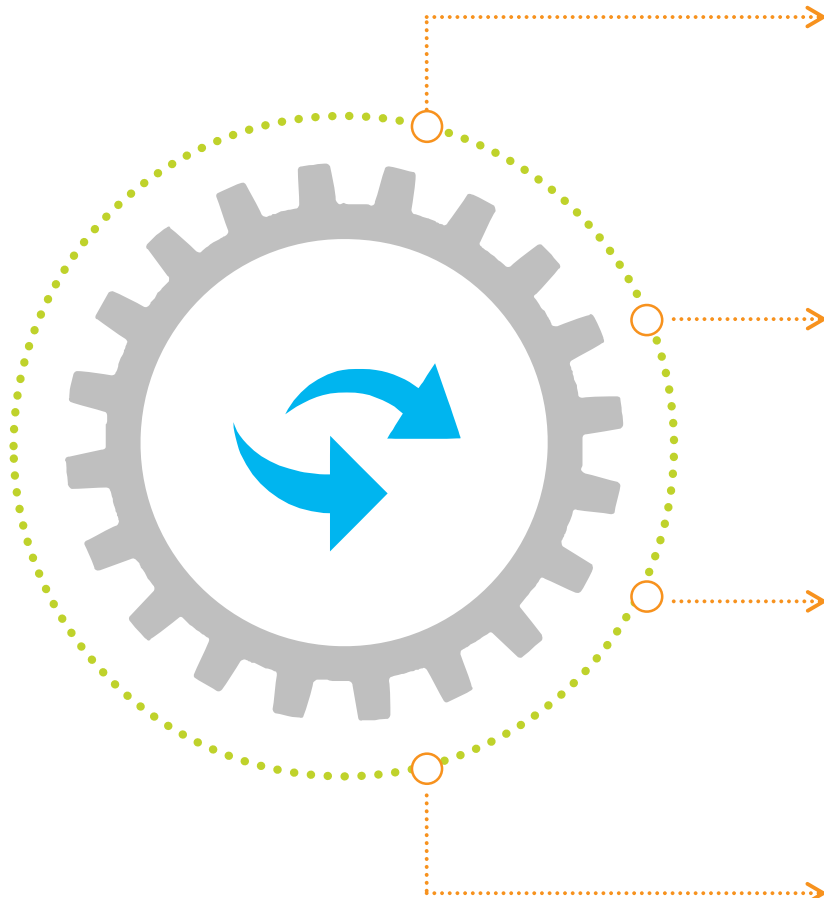
CHINESE PHILOSOPHER



# The personal inventory in critical incident intervention



# Initiating the response



**Determine the impact** on the point of contact (POC)

**Inquire about the POC's** specific needs

**Provide support and education**

**Confirm information** about the incident and those affected

# 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)



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

The slide features a light gray background with a white diagonal line running from the top-left to the bottom-right. Five colorful triangles are scattered around the slide: a large orange triangle on the left, a smaller lime green triangle above it, a small purple triangle in the top right, a medium blue triangle to its right, and a medium magenta triangle below the purple one.

# Self-care for the provider





Self  
Care

## Practice what you teach:

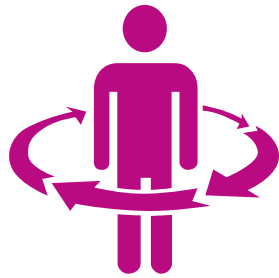
- 1 Limit news exposure
- 2 Reach out to family and friends
- 3 Maintain daily routines
- 4 Engage in activities that restore pleasure & peace



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

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**Give freely**

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**Take in abundantly**

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

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

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**Be honest** at all costs

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**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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