

Risk Management: The **Traumatic** Aftermath

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The **Traumatic** Aftermath

What are your processes and protocols for addressing the **traumatic** impact on **clients, staff** and **responders (including YOU)** in the aftermath of a critical incident?

Trauma

“I did live in Washington for a time and learned that a lack of knowledge about a subject is no impediment to talking about it.”

Neil Armstrong

Goal

This training is designed to give participants tools for effective engagement of traumatized people.

Victim Relations

A deliberate and equipped engagement process that builds mutually beneficial relationships amidst organizations (and individuals) with those who may or have experienced trauma, loss and/or harm.

Objectives of this workshop

Reinforce that—

ACTION ITEMS

Trust matters:

Show benevolence and competence

Awareness is required:

Learn two diagnostic tools

Protocol is expected:

Use three mitigation techniques

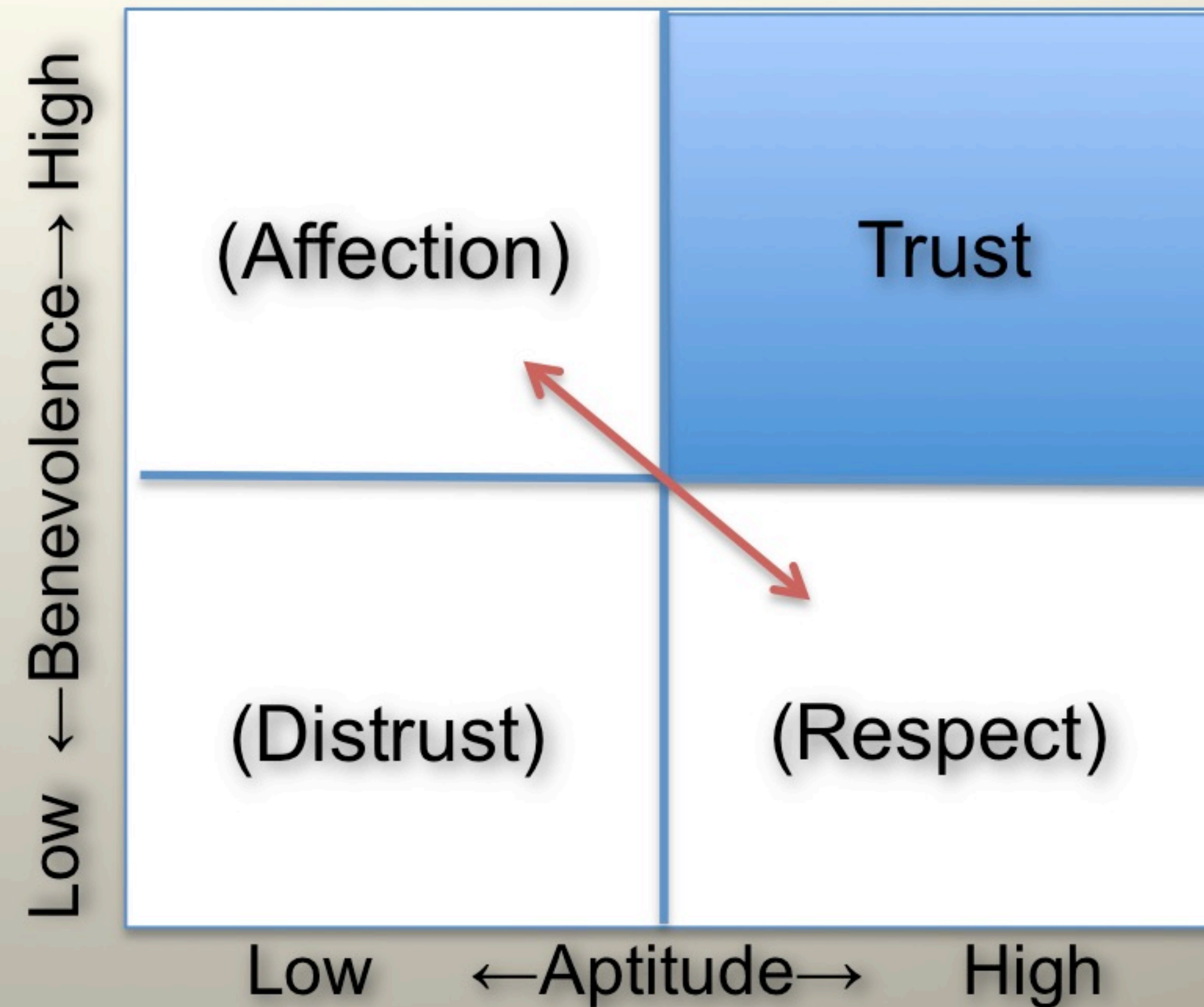
Self Care is essential:

Implement three behaviors



Trust Matters: Trust, Respect and Affection

**The extent to which
I believe you care
(Benevolence)**



**The extent to which I believe you
are capable (Competence)**

Awareness is Required

Something is traumatic because it is...

Unexpected, out of control

Beyond one's capacity to respond

Could not be prevented

Awareness is Required

- Trauma for victims is commonly related to **loss** and perception of **potential loss** (e.g., near miss)
- Timely response to victims recognizes **cohesion** to an incident and/or **cohesion** to a loss
- Effective processes for victims **affirm** control *and* cohesion (where possible)

Awareness is Required

Two diagnostic tools:

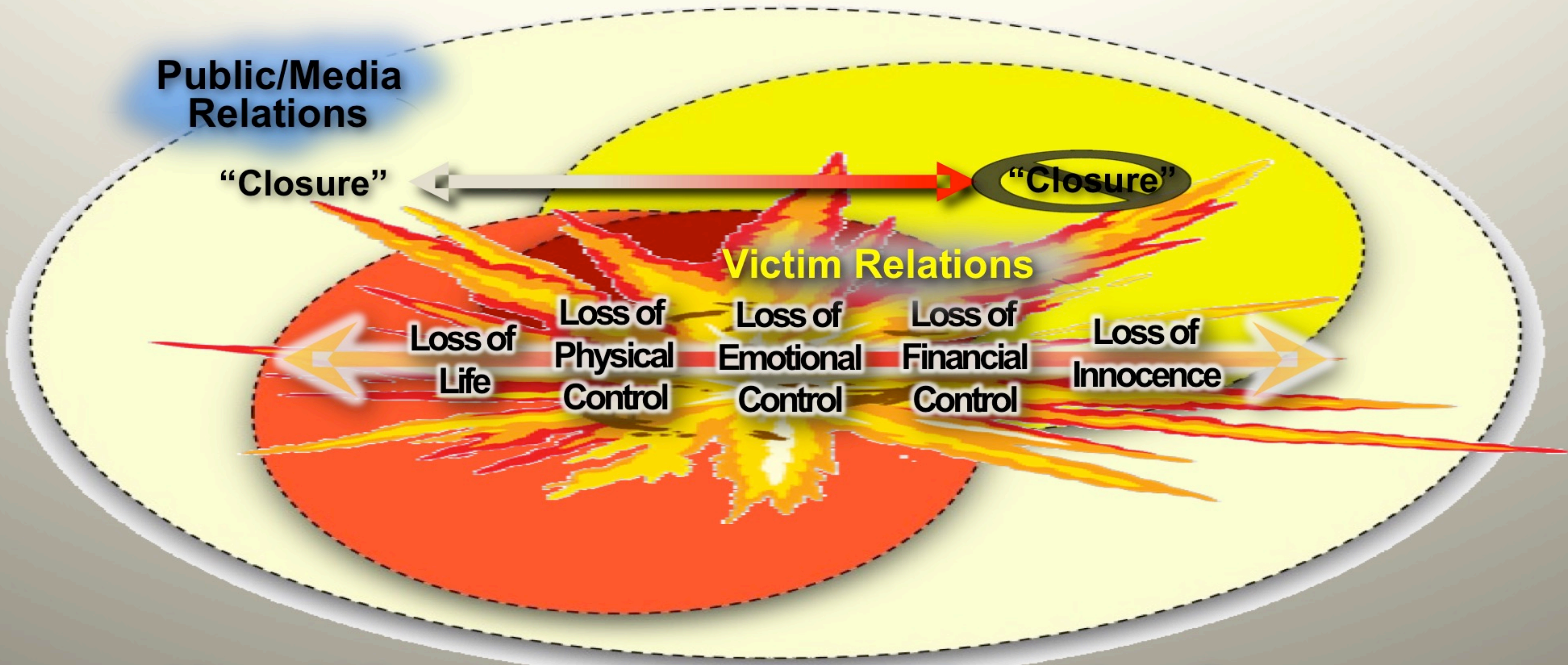
Control and Cohesion

Awareness: Control [dis]Continuity

Loss of Financial Control Loss of Physical Control Loss of Life Loss of Emotional Control Loss of Innocence

Key: We cannot fully discern for others the impact of their particular loss(es).

Awareness: Cohesion Grouping



Key: ALL responders are in a Cohesion Group.

Protocol is Expected

Three mitigation techniques:

Promote **Safety** and **Security***

Facilitate **Ventilation** and **Validation***

Provide **Prediction** and **Preparation***

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Five Essential Elements: 1) a sense of safety, 2) calming, 3) a sense of self- and community efficacy, 4) connectedness, and 5) hope.

Examples of what NOT to do!

- 1) Sense of safety: “At least you’re not dead.”
- 2) Calming: “Just calm down!”
- 3) Self- and community efficacy: “Just think about the less fortunate.”
- 4) Connectedness: “You’ve got a lot of friends.”
- 5) Hope: “Things will get better.”

Promote Safety and Security

Using cohesion groupings (where possible)—

Discuss/Provide Safety **needs**: Basics

Recognize Security **perceptions**: We tend to believe what we perceive.

Facilitate Ventilation & Validation

Using cohesion groupings (where possible)—

Promote permission to express **reactions** and **concerns**—appropriate facts (NOT a ‘debrief’)

*“What were/are your **reactions** to this situation?”*

Never: *“How do you feel?” or “How are you feeling?”*

Acknowledge reactions as common-nearly all are!

*“This is a **common** reaction to an uncommon situation (i.e., it is new to the person).”*

Provide Prediction & Preparation

Using cohesion groupings (where possible)—

A common question after a trauma:

What will happen next?

Inquire about the immediate **future**

Ask: “What kinds of things do you think will be helpful in the future?”

Educate on **resources** (do you have a list?)

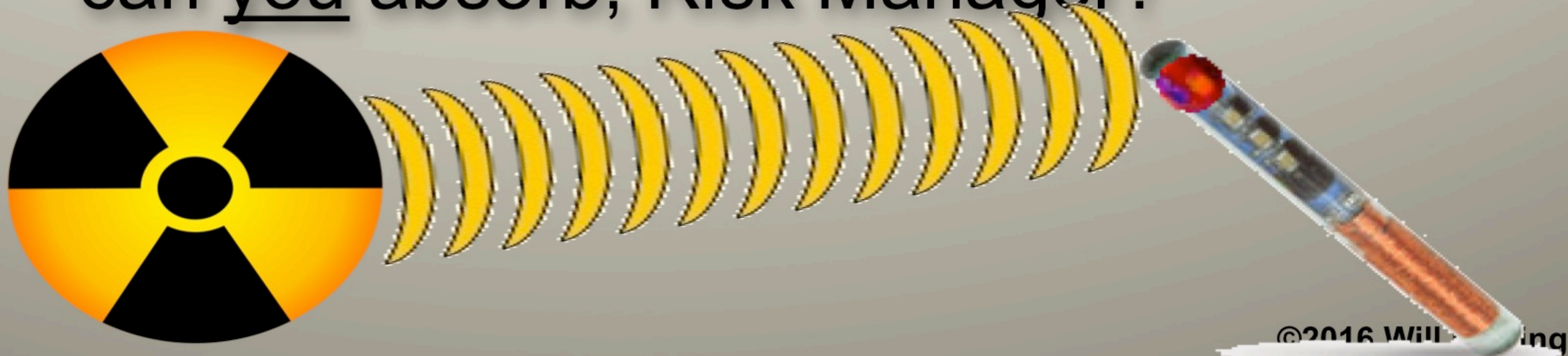


Self Care is Essential

What is Self Care?

- Monitoring your exposure to **trauma**
- Taking action to mitigate impact of exposure

How many **trauma** Radiation Absorbed Doses
can you absorb, Risk Manager?



Essential Self Care Behaviors



Insulating Behaviors-keep out

Purifying Behaviors-take out!

Endurance Behaviors-stay out!



ENDURANCE



Self Care: **Insulating** Behaviors

Immediately *prior* to exposure

- Incremental goals (e.g., “I’ll follow my checklist.”)
- Mental rehearsal (e.g., “I’ve prepared for this.”)
- Positive Self-talk (e.g., “I **CAN** do this.”)
- Controlled breathing (e.g., “Take deep breathes.”)

*Seal Team candidate research

Self Care: **Purifying** Behaviors

Immediately *following* exposure

- Safety: Order your little kingdom
- Security: Comforting sights, sounds & smells
- Ventilation: Acknowledge challenges
- Validation: Review the good work
- Prediction: Engage humor/express emotion
- Preparation: Transition to off-duty

Self Care: **Endurance** Behaviors

- Safety: Physical and emotional rest AND activity
- Security: Limit exposures to essential trauma only
- Ventilation: Humor, laughter and emotional expression
- Validation: Relational, spiritual & emotional connections
- Prediction: Training and education
- Preparation: Training, education & evaluation

Where's the fit?

What's your crisis management *aftermath* plan?

Trust: Benevolence and competence?

Awareness: Diagnostic tools?

Protocol: Competent mitigation techniques?

Self Care: Healthy behaviors?

Thank you!

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