



Vibrant's Crisis Emotional Care Team Presents...

Leading Effectively in Disaster Response

Introduction



Amy Carol Dominguez

- First and foremost - wife, mama (to almost 2!), sister and daughter
- Has worked in Disaster Response program management since 2007
- Program Director for cadre of close to 800 behavioral health volunteers
- Managed teams of both staff and volunteers in times of crisis and disaster
- During COVID, led over 200 volunteers in behavioral health response
- But for today's purpose - I'm someone who has experience in both leading and being led in fast-paced, constantly changing environments and am here to support your incredible work in Nashville.

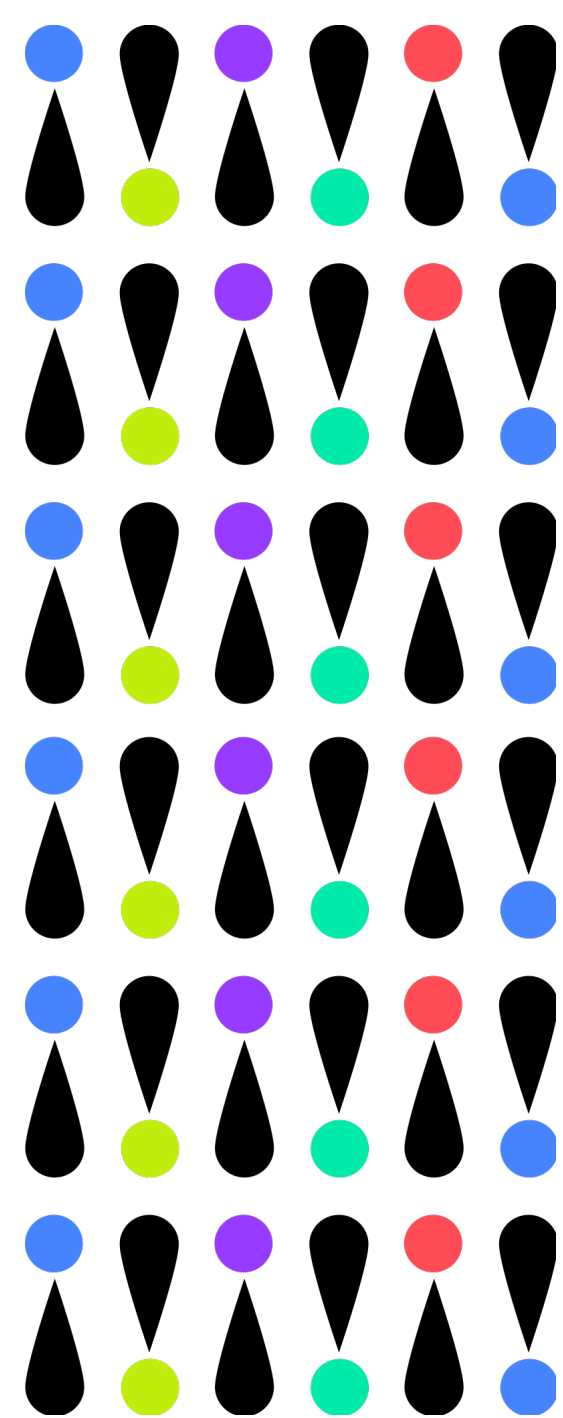
Our Time Today

1. Reconnect as a team
2. Establishing our Baseline: Navigating between everyday and disaster time
3. DiSC Assessment and What it Means for HON
4. Situational Leadership - Opening the Door for Effective Supervisor/Staff Support

Our Time Today

What's the goal?

- We leave today with:
 - Tools and ideas to be even more effective in our work as a team and as individuals
 - A clearer understanding of what role I personally have in the organization in both every day and disaster response
 - A better grasp on why I respond the way I do when I am confronted with victories and challenges **so that** I can be stronger in who I am and in my personal mission.



Connect

Team Introductions

Pick a partner to your left

- Identify 3 things about this person that are totally false
 - Their favorite food, their favorite show to binge and their dream vacation

A little more about you...

- What would your job title be if...
 - You could not use any formal title
 - It has to speak to your personality and your responsibility
 - It represents you at your best in your role

How Do We Work?

Navigating Changing Dynamics

Let's go to the white board

- 4 Teams of 5
 - 3 words to describe HON's strengths as an organization
 - 3 words to describe HON's challenges as an organization
 - 3 ideas to make HON even more effective as an organization and team
 - Be prepared to present!

Navigating Changing Dynamics

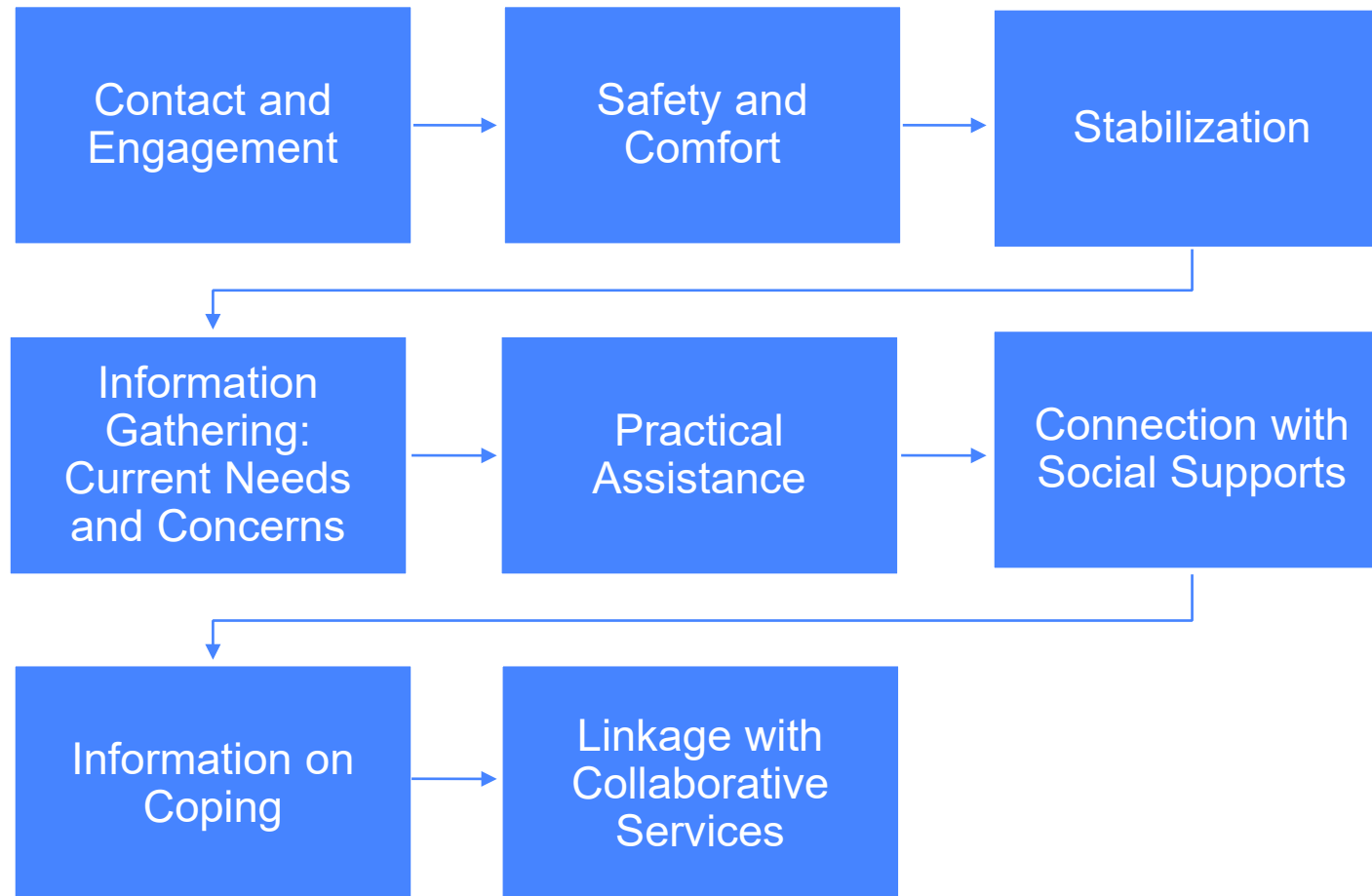
The Facts

- When an organization has daily operations AND is active in disaster, teams share a few common experiences:
 - An immediate shift in priorities - sometimes within a second
 - A sense of work never being done or left for tasks deemed “more important” by leadership
 - A heightened sense of purpose and meaning in disaster times - a sense of aimlessness or let down when it ends
 - An unclear sense of how things went or how to move forward

Does this resonate with you?

Navigating Changing Dynamics

Evidence-Informed Best Practices: Psychological First Aid³



Crisis Intervention

Evidence-Informed Best Practices: Maslow's Hierarchy of Needs^{4,5}

- Psychological theory
- Five tiers (bottom to top)
 - Physiological needs
 - Safety needs
 - Love & belonging
 - Esteem
 - Self-actualization



Maslow's hierarchy of needs

Navigating Changing Dynamics

Evidence-Informed Best Practices: 5 Essential Elements of Post-Disaster Care⁷

- Five principles of psychosocial care
 1. A sense of safety
 2. Calming
 3. Self- and community-efficacy
 4. Social connectedness
 5. Hope



Navigating Changing Dynamics

Tools that Help Address Team Needs

- Disaster Shift Plan that includes
 - A standup meeting that:
 - Acknowledges existing responsibilities
 - Clearly explains what HON is being asked to do and why
 - Implications of this assignment on everyday tasks and expectations
 - Assigns tasks to teams based on strengths and capacity
 - Establishes a schedule of when the next connection will occur

Navigating Changing Dynamics

Tools that Help Address Team Needs

- Daily Celebrations that:
 - Honor teamwork and individual achievements
 - Anchor us in mission and vision + purpose
- Weekly Debriefs that:
 - Give space for people to express concerns
 - Clarify expectations moving forward
 - Focus on workforce protection and avoiding burnout
- Final Assignment Debrief

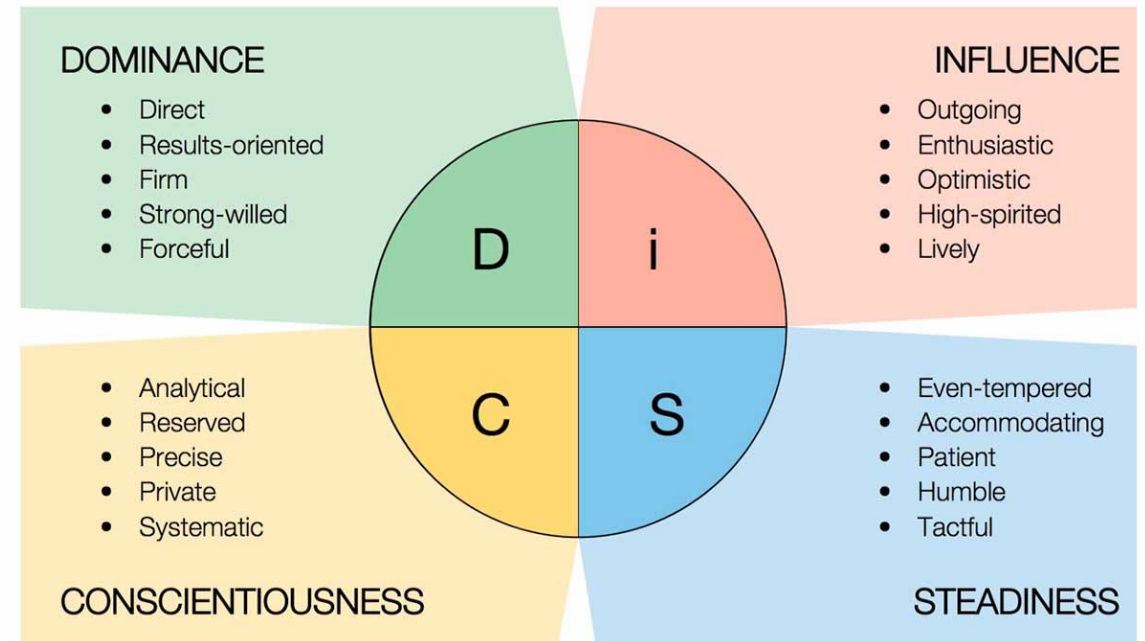


DiSC Assessment

DiSC Assessment

Individual Reports Discussion

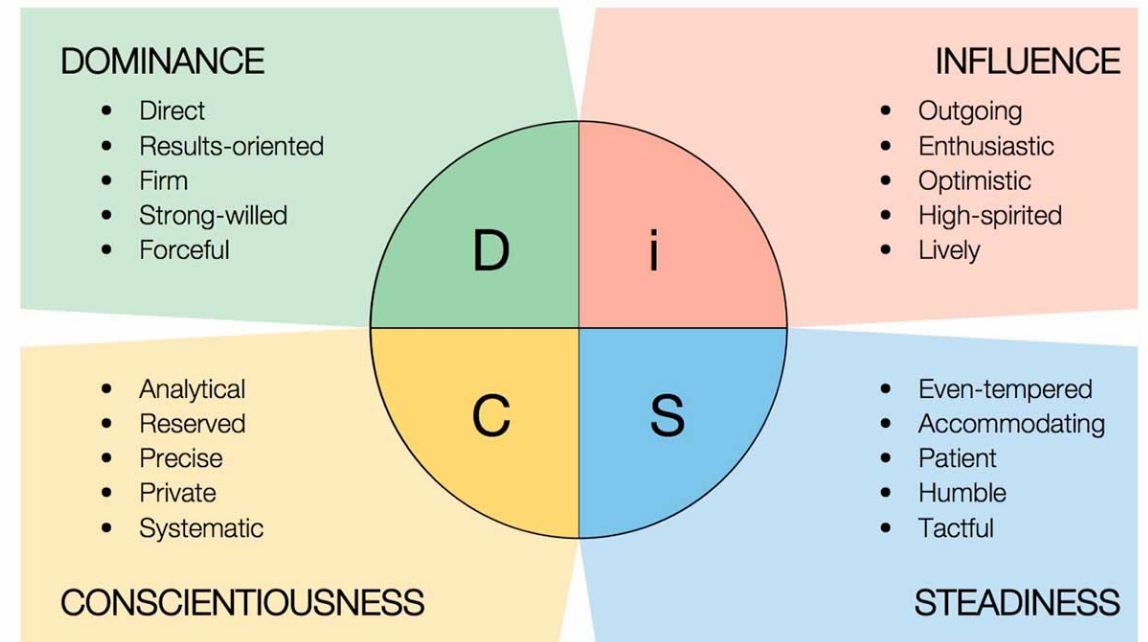
- What did you learn?
- What surprised you?
- What did you resonate with?
- What did not resonate?



DiSC Assessment

Team Implications

- Take a post it, write your name
- Put your post it on your results
- Let's talk about what this means!



Situational Leadership

Let's Start Asking for What We Need

Situational Leadership

The Concept

- When we, as staff, address tasks - we have varying levels of experience or understanding
- We also have vary level of needs of support
- This platform gives us a tangible way to communicate what we need from our supervisors when addressing any task

Situational Leadership

The Concept



Situational Leadership

The Conversation

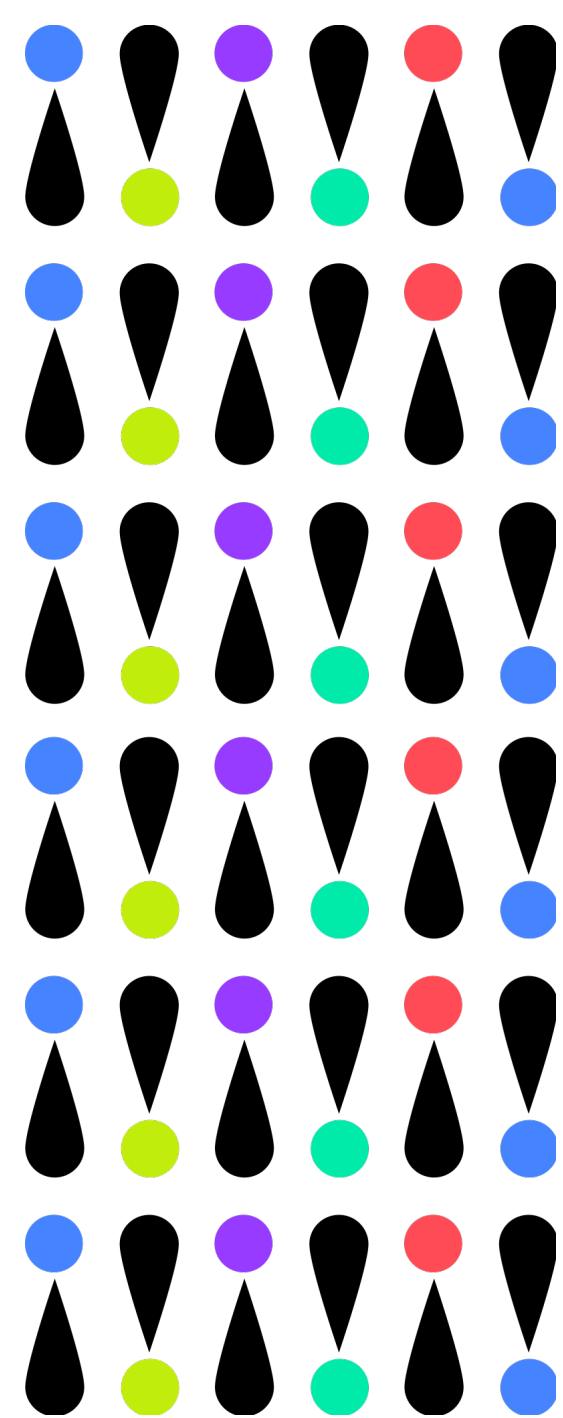
- Leaders
 - Get comfortable asking: Have you done this before?
 - Not condescending, but an earnest desire to understand
 - Get comfortable being willing to support outside of your norm
 - Lead the person - fight the urge to default to how YOU would want to be supported
 - Get comfortable letting go
 - When a person expresses what support they need - especially when its minimal, honor their request
 - If it goes wrong - open the space for feedback and next steps

Situational Leadership

The Conversation

- Staff
 - Get comfortable saying: I do not know how to do this
 - It does not mean you are failing - it means you've discovered an opportunity to learn
 - Get comfortable being willing accept support as your leader can give it
 - In disaster times, we all default to “factory settings” - create the space for grace and seeking understanding
 - Get comfortable accepting feedback
 - If you did not meet expectations - as we all face at times - what opportunities exist for you to learn and improve the way you clarify expectations

Wrapping Up



Wrapping Up

Importance of Self-Care¹⁹

- Recognize & value meaning in day-to-day
- Practice self-reflection
- Resilience & compassion satisfaction
- Vibrant Self-Care Action Plan

Self-Care Action Plan

#StayingInBalance

ACTION PLAN EXERCISE

Fill out the self-care assessment checklist by putting a number from 1-5 in the checkboxes next to each item.

Self-care, like the term suggests, is what we do to take care of ourselves. When we're stressed out or feel as though there are too many things to do in our lives, many of us stop paying attention to the things that might make us feel better. We stop being engaged in our own lives and well-being.

As you consider your own stress levels, it's worth taking a minute to see how well you're taking care yourself right now. It might help you decide how to take care of yourself going forward.

PHYSICAL SELF-CARE

- Eat regularly (i.e., breakfast, lunch, and dinner)
- Eat healthy foods
- Avoid use or misuse of tobacco and alcohol
- Maintain a healthy weight
- Exercise regularly
- Take time off when sick
- Dance, swim, walk, run, or do some other physical activity that I enjoy
- Get enough sleep
- Wear comfortable clothes

Wrapping Up

Next Steps

1. What are next steps for us?
2. What are next steps for me?
3. How can we celebrate?

References

1. Brymer, M., Layne, C., Jacobs, A., Pynoos, R., Ruzek, J., Steinberg, A., ... & Watson, P. (2006). Psychological first aid field operations guide. *National Child Traumatic Stress Network*.
2. McLeod, S. (2020, December 29). *Maslow's hierarchy of needs*. Simple Psychology. <https://www.simplypsychology.org/maslow.html>
3. Hopper, E. (2020, February 24). *Maslow's hierarchy of needs explained*. ThoughtCo. <https://www.thoughtco.com/maslows-hierarchy-of-needs-4582571>

Closing Exercise



THANK YOU!