



**DOCTOR
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PSYCHOLOGY OF CRISIS & DISASTER

**Lead your team
to grow in times
of crisis.**

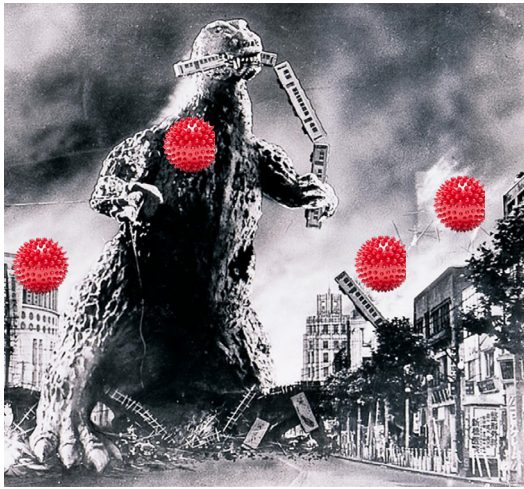
Understand:

- Psychology of disaster
- Psychological first aid
- Crisis communication
- Self-care
- How to train your team

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COVID-19 is *not* a typical disaster!



*Crisis is a teacher we don't like.
With courage and curiosity,
we can choose to learn about ourselves,
others, and the contexts in which we find
ourselves. It's up to us.*

- **Life and business have changed permanently**
- **Extended crisis prevents usual path of recovery**
- **Calm leadership fosters resilience and growth**
- **Good leaders lessen the impact of disaster**

Psychological First Aid: Listen, Protect, and Connect*

Listen

- Notice what we do & don't do; say & don't say; and how
- Paraphrase with meaning
- Remain available to listen
- Avoid forced discussions, they interfere with recovery & resilience

Protect

- Provide information updates
- Answer questions honestly
- Be authentic, it's okay not to know
- Invite discussion
- Avoid pushy inquiries, they diminish trust

Connect

- Communicate regularly
- Use email, text, video/audio meetings, & phone calls
- Provide ways to keep in touch
- Offer access to resources

Communicate to Connect*

Avoid Saying

- "I understand."
- "Don't feel bad."
- "You're strong, you'll get through this."
- "Don't cry or it's okay to cry."
- "It's God's will."
- "It could be worse."
- "At least you still have..."
- "Everything will be okay."



Instead, Say

- "Is it okay if I help you with...?"
 - "I'm sorry for your pain."
 - "I'm so sorry this has happened."
 - "I can't imagine what this is like for you."
 - "I'm here when you're ready."
 - "What do you need?"
- ... or silently be there for them

May the SCHMET be with you!

Self-care Research

- Sleep
- Compassion
- Humor & Play
- Meaning
- Exercise
- Touch



* Resources:
FEMA, CERT manual

**Be a Red Shoe leader!
Deal with difficult people. Manage crisis. Lead ethically.**