

Resilient Leadership and Crisis Management (for Supervisors/Managers)

Trainer: Greg Young

Human Services work is often about responding to crises, and some of them can take a toll on staff. Resilient Leadership helps to promote resilient staff. Resilient staff and resilient leaders are more able to cope with traumatic incidents and traumatic stress. Greg Young has years of experience doing crisis de-briefing and providing support for first responders who have dealt with critical incidents like the Sikh Temple shooting, 9/11, and many community disasters and tragedies. Greg was also a panelist at the “Symposium of Hope, Resilience and Recovery” following the Sandy Hook tragedy. He will share strategies for creating resilience during times of crisis and what role the supervisor/manager plays in responding to staff traumatic stress and critical incidents.

Topics to be covered:

- Characteristics of resilient leaders
- Developing and retaining resilient staff
- Crisis Leadership
- Manager/Supervisor role in Crisis De-briefing
- Preparing for and practicing “defusing”
- Knowing when a formal Critical Incident Stress De-briefing is needed
- Follow-up and continued support for staff