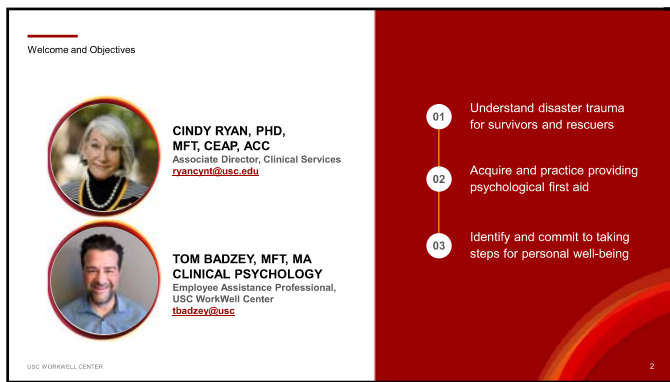


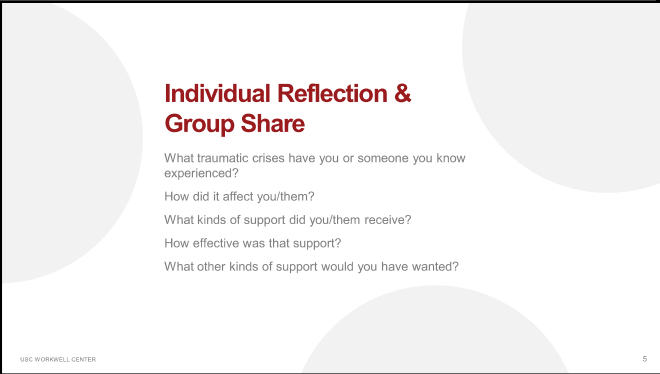
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Individual Reflection & Group Share

What traumatic crises have you or someone you know experienced?

How did it affect you/them?

What kinds of support did you/them receive?

How effective was that support?

What other kinds of support would you have wanted?

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Causes of Disaster Reactions



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The Five Fs of Trauma Response



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One More "F" ... Flipping Your Lid

06 Flipping your lid

- Dr. Dan Siegel, author and neuroscientist
- What's going on in the brain when trauma occurs
- What the brain can and can't do
- What you need: stabilizing, soothing support
- Get the prefrontal cortex back online

"FLIPPING YOUR LID"

ORBITOPREFRONTAL CORTEX

CEREBRAL CORTEX

LYMBIC REGIONS:
Anterior cingulate
Hippocampus
Amygdala

Place your thumb in the middle of your palm as in this figure.

Now fold your fingers over your thumb as the cortex is folded over the limbic areas of the brain.

Orbitofrontal Part of the Prefrontal Cortex

Brain Stem

Spinal Cord

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Symptoms of Psychological Trauma

How would you know?

Physical Signs Emotional Signs Cognitive Signs Spiritual Signs

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Physical Signs of Trauma


Physical Signs

- Loss of appetite
- Headaches or chest pain
- Diarrhea, stomach pain, or nausea
- Hyperactivity
- Increase in substance use
- Nightmares
- Insomnia
- Fatigue

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Emotional Signs of Trauma




Emotional Signs

- Emotional distress – reactive and/or hypervigilant
- Irritability/aggression
- Blame and guilt
- Flat affect (void of responses)
- Feeling detached (dissociation)
- Feeling isolated/cut off

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Cognitive Signs of Trauma




Cognitive Signs

- Concentration
- Focus
- Memory
- Derealization & depersonalization
- Negative thoughts (totalizing, generalizing)

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Spiritual Signs of Trauma



Spiritual Signs

- Disillusionment
- Loss of Faith
- Existential crisis
- Increased spirituality/religiousness

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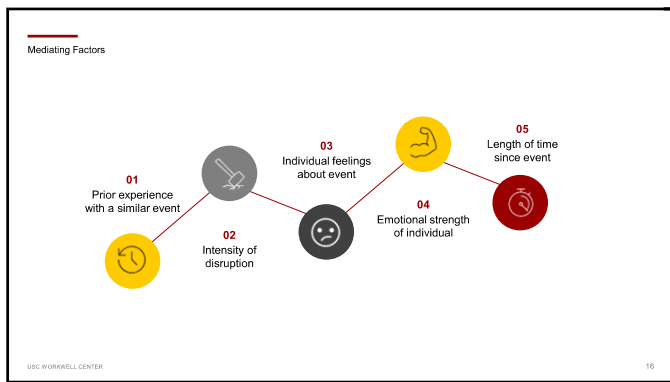
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Part II- Emotional Phases of a Crisis

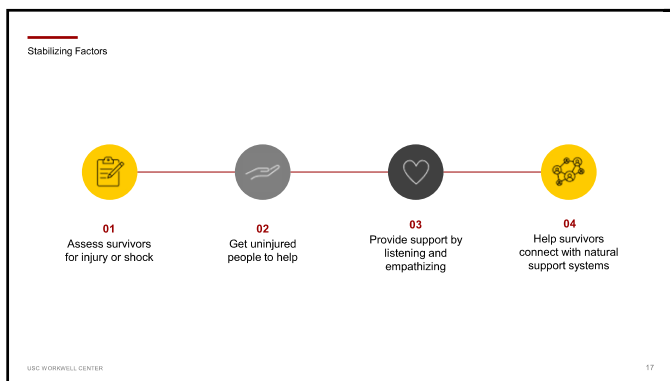
Pre-Disaster
Impact
Heroic
Honeymoon
Disillusionment
Reconstruction

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Listen, Protect, Connect







LISTEN
Listen to survivors and pay attention to what they say





PROTECT
Help survivors feel protected by providing support

CONNECT
Connect survivors to friends and loved ones


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How to Be an Empathetic Listener

-  **EMPATHY**
Put yourself in the speaker's shoes
-  **LISTEN**
Listen for meaning, not just words
-  **PAY ATTENTION**
Pay attention to nonverbal communication
-  **PARAPHRASE**
Paraphrase the speaker

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What To Say

- ✓ "I'm sorry for your pain"
- ✓ "I can't imagine what this is like for you"
- ✓ "I'm so sorry this has happened"
- ✓ "What do you need?"
- ✓ "Is it all right if I help you with...?"
- ✓ Lead with open-ended questions when possible

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

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Part III- Individual & Team Well-Being

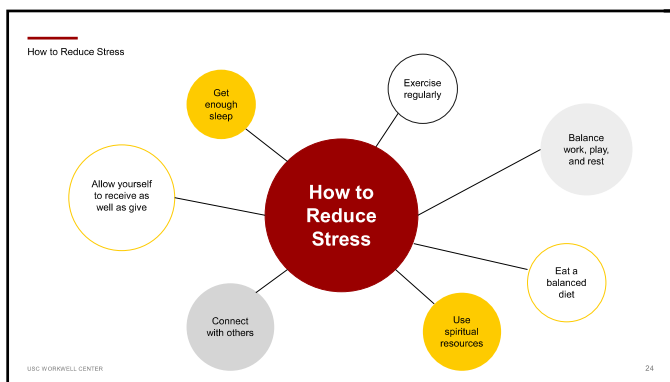
Actions can be taken before, during, and after an incident to help manage emotional impact of disaster response work

Knowing possible psychological and physiological symptoms of disaster trauma helps manage impact

Learn to manage stress:
 CERT volunteers for themselves
 CERT leaders during response

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Take Care of Yourself

- Be aware of trauma that can follow a disaster
- Explain to family members and friends what you need:
 - Listen when you want to talk
 - Don't force yourself to talk until you are ready

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[illegible]








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[illegible]

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Unit Summary


 <p>PREPARE YOURSELF Prepare yourself, as rescues may be unpleasant and uncomfortable</p>	 <p>STABILIZE Stabilize individuals</p>
 <p>KNOW THE SYMPTOMS Know the psychological and physiological symptoms of trauma</p>	 <p>LISTEN, PROTECT, CONNECT Listen, protect, and connect to support survivors</p>
 <p>UNDERSTAND EMOTIONS Understand the six emotional phases of a disaster</p>	 <p>EMPATHY Be an empathetic listener</p>
 <p>REDUCE STRESS Take steps to reduce stress, which affects cognition, health, and interactions</p>	


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Programs & Services





Health & Well-being


Counseling


Coaching








Consulting


Talks & Groups

Serving Faculty, Staff, Post-docs | Cost-free, Confidential, Convenient
 Learn more at workwell.usc.edu | Call all us 24/7 at 213-821-0800 | Email us at WorkWell@usc.edu


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Current and Upcoming Programs

 <p>Parent Connect Group Resources for working parents to connect on our Slack Channel or drop-in group held every Wednesday at 12:15PM, email us: workwell@usc.edu for more information.</p>	 <p>USC Healthy Campus A comprehensive, collaborative, and long-term strategy to support the health of our Trojan Community across all domains of well-being.</p>
 <p>WalkUSC An on-campus walking program led by trained volunteer faculty and staff aimed at creating a culture of movement and social connection through group activity.</p>	 <p>Mental Health Awareness Month A 5-week webinar series for USC faculty and staff to elevate mental health awareness and support at USC.</p>
 <p>Health & Well-being Resources Visit our website for Health & Well-Being Resource Directory 2023, the WorkWell Guide, archives of webinars and talks, and tip sheets.</p>	 <p>MoveWell at USC Programs and resources to help USC faculty and staff move more throughout the day</p>

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Give us Feedback!

Please access the 10-item questionnaire to provide feedback and evaluation.

Learn more about our services at workwell.usc.edu

Scan the QR code to access Evaluation Survey



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Thank You!

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