

# EVOLVE

## ROBERT DOUGLAS AND ASSOCIATES

An EAP Critical Incident Response Newsletter

April 2014

### The Multi-Systemic Resiliency Approach

Healing does not wait for EAPs to arrive. The natural, upward trajectory of resilience begins *before* EAPs are contacted to go on-site and provide crisis intervention. If this is true, and research demonstrates it is, shouldn't this be influencing our approach in helping organizations and their employees? Shouldn't we be capturing this forward momentum and building our interventions around this forward progress? The answer is *yes*, and deploying an approach that perpetuates resiliency while identifying and responding to those in need of services beyond crisis intervention, begins with how we conceptualize our response approach.

### Looking Through the Resiliency Lens

First, we have to be able to recognize it. Behaviors associated with resilience can be as subtle as the first deep breath when one begins to feel the worst of it is over, or the organization reaching their first contact on a phone tree. When one perceives safety; physiological, emotional, psychological and behavioral actions of resilience, or bouncing back, begin. This is not a time to rush in and start orchestrating; as if there is gross (con't)

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*Robert is a gifted trainer and extremely knowledgeable about all aspects of the EAP world. He is a perfect resource for any EAP looking to improve upon best practices in CIR.*

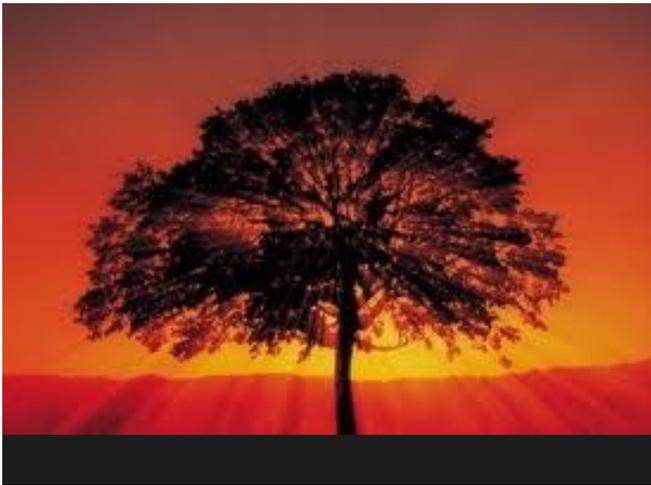
*- Susan Skinner, M.S., CEAP,  
President of Personal Assistance  
Services*

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- RDA services



## MSRA (Continued)

psychological injury. Our initial impulse should not be “how can I get to the most impaired ASAP.” That is looking through the lens of a first responder. When we look through the resiliency lens, EAPs see organizations and employees beginning to act in ways that perpetuate wellness *despite* all that has happened. Most importantly, these are actions that reflect their organizational culture. This is the time to *lend ourselves* in partnership. There are several systems at work, including the EAP, and all desiring to have a resilient outcome. When they are all working together, communicating optimistically, moving towards common goals of wellness, activating personal attributes; this presents the best possible outcome. EAPs must influence this synchronicity. This is the Multi-Systemic Resiliency Approach.

## The Temporal Dimensions of Resilience

Whoa! What is that? It’s only the three most important areas of focus that lead one to successfully bounce back. Onsite interventions need to center around these dimensions, each with their own tasks and use of key individualized attributes. **To achieve resilience, one must be able to confront the adversity, identify a desired future outcome, and develop and use active coping skills.** Every employee might be in a different temporal dimension when they meet with EAP. Barriers may also be present. Responding within a resilience framework, helps guide and adjust our interventions accordingly.

## Retelling helps, but...

In order to be able to confront adversity, a step towards achieving resilience, employees must be able to talk about it. We have also learned that there is risk in retelling; that is, re-traumatization. Retelling one’s experience does not have to be a required function of EAP interventions. However, recommendations with *significant others* at a time of their readiness and choosing, should be strongly encouraged. That is consistent with the research on resiliency. Some employees may feel perfectly safe retelling in a 1:1 setting or group format, but that ***should be their initiative, not our directive.***

Should one choose to retell their experience during our intervention, it is our responsibility to make sure they and the group are safe. Interventionists must be able to recognize, interrupt, and refocus when retelling begins to reactivate the stress response. Remember, this is crisis intervention not therapy.



Learn more about these concepts and processes at our workshops or online training.

## Workshop Outline

### EAP Gone Wrong

### MSRA

### Clinical Foundations

- ⇒ Stress Response
- ⇒ Bereavement
- ⇒ Resiliency

### Crisis Intervention

- ⇒ ICISF
- ⇒ PFA

### EAP

- ⇒ Models
- ⇒ Dual Client
- ⇒ Workplaces and Cultures

### Interventions

- ⇒ Pre-incident training
- ⇒ Initial Management Consultation
- ⇒ Onsite leadership consultation
- ⇒ Corporate Briefing
- ⇒ 1:1
  - ⇒ Resilience
  - ⇒ Bereavement
- ⇒ Follow up/referral

### Self Care

### Meals included



## The Best Choice in Comprehensive EAP Response

**4/30/14**

**25th Annual Greater Wisconsin Chapter EAPA Conference;**

**Best Western Hotel and Conference Center,  
Milwaukee, WI**

**Registration information: [www.eapasowi.org](http://www.eapasowi.org)**

**5/9/14**

**Drury Lane Theater and Conference Center  
Oakbrook, IL**

**Registration at: [www.cirspecialist.com](http://www.cirspecialist.com)**

**5/16/14**

**Crown Plaza Hotel Philadelphia West  
Philadelphia, PA**

**Registration at: [www.cirspecialist.com](http://www.cirspecialist.com)**

**6/20/14**

**Mahoney State Park (Main Lodge)  
Heartland EAPA Chapter Conference  
Ashland, Nebraska**

**Contact: Kathryn Schneider @ (402) 351-8103  
Rod Bowder (605) 214-4666**

## RDA EAP CIR Services Include:

- EAP Organizational workshops - train *all* the moving parts.
- Complementary Affiliate Training- They are representing your EAP and your approach. Do not leave them out.
- Network Development- Locate, build and train local CIR professionals for new contracts, dedicated response, and improving over all quality.
- Premier Direct CIR Intervention. Call us.
- Expanding EAP Private practices w/ CIR training
- EAS-C online training. (coming soon)

## Contact Us

Give us a call for more information about our services.

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Visit us on the web at  
[www.eap-rda.com](http://www.eap-rda.com) or  
[www.cirspecialist.com](http://www.cirspecialist.com)

Join these and other EAPs integrating the most current research on Resiliency and advancing their EAP Critical Incident Response Services:



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