



Training by Request

An OVC Program

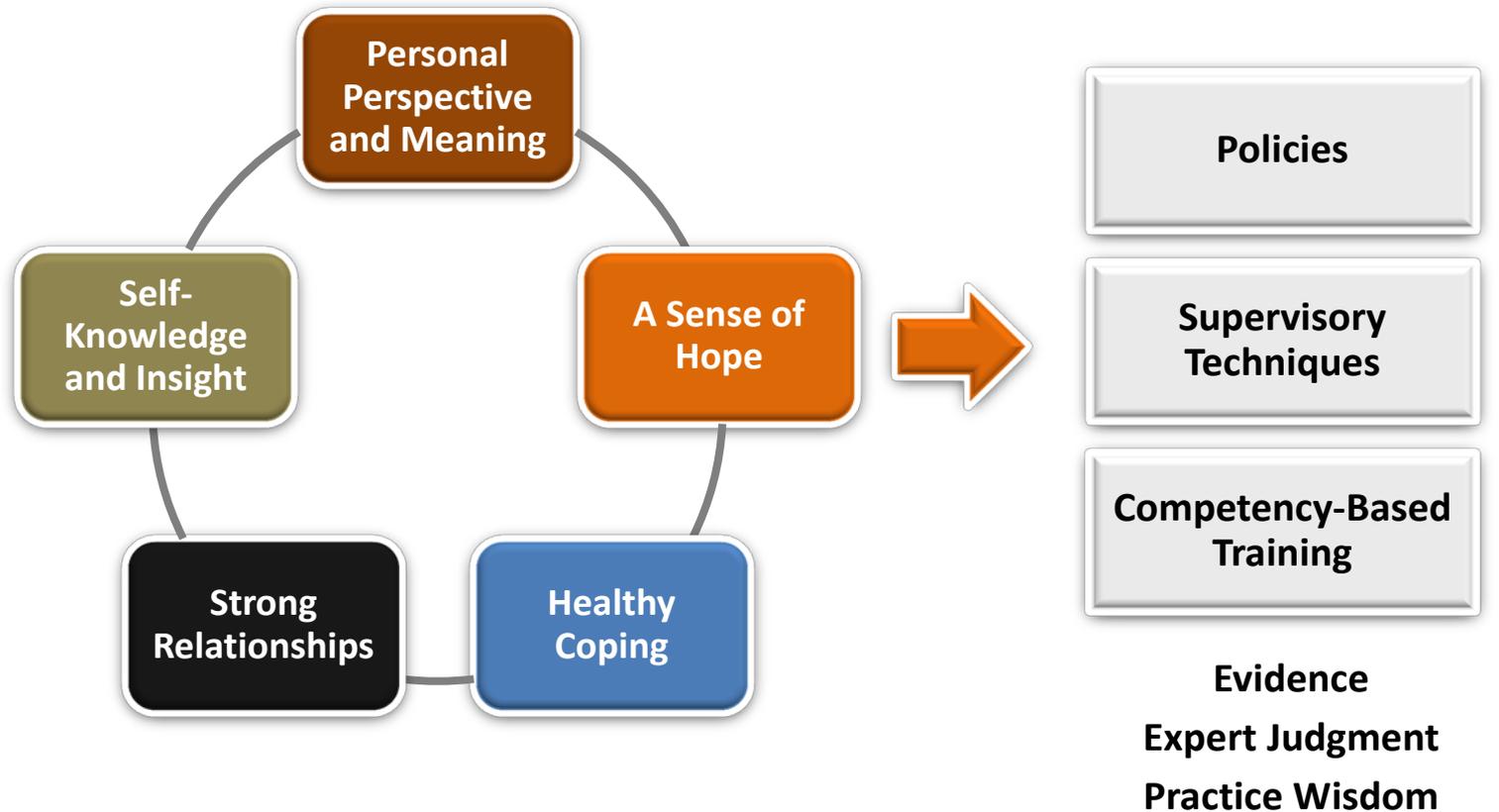
Module 2 The Organizational Resiliency Model



Learning Objectives

- Describe how the five core elements of resiliency relate to the organizational resiliency model.
- Describe three ways organizations can implement strategies through the organizational resiliency model.

The Organizational Resiliency Model



Organizational Resiliency Model

- Pro-active, not re-active.
- Ongoing effort to promote resiliency in the five core elements.
- Strategies in areas where the organization has authority.
- Evidence-based research, expert judgment, and practice wisdom.

Video: *Building Resiliency Through Training*



Building Resiliency in Organizations

- The strategies used to build resiliency in organizations depend in large part on the challenges the organization is facing.
- The challenges and strategies we discuss in the following activity do not represent a comprehensive list of challenges faced by child abuse organizations or strategies that can be implemented to build resiliency.

Resiliency Challenges and Strategies

Challenges: Personal Perspective and Meaning

Challenge

Employee feels a disconnect between their values and the organization's

Making meaning not encouraged – “just do it”

Difficulty accepting we “can’t fix everything”

Strategies: Personal Perspective and Meaning

Challenge	Strategy	Policy, Supervisory Techniques, Competency-Based Training?
Employee feels a disconnect between their values and the organization's	Discuss options with employee such as new assignments or leaving organization	Supervisory techniques
Making meaning not encouraged – “just do it”	Create vision board activity	Competency-based training
Difficulty accepting we “can’t fix everything”	Encourage reflective practice	Supervisory techniques

Challenges: A Sense of Hope

Challenge

No recognition of importance of having fun at work

Lack of recognition and reward

Inability to see results of work with children

Strategies: A Sense of Hope

Challenge	Strategy	Policy, Supervisory Techniques, Competency-Based Training?
No recognition of importance having fun at work	Plan “Movie Day” at the office	Supervisory techniques
Lack of recognition and reward	Send personal thank you notes to staff	Supervisory techniques
Inability to see results of work with children	Provide research on the resiliency of children	Competency-based training

Challenges: Healthy Coping

Challenge

No critical incident
followup

Low/no flexibility in
work schedule

Effects of stress on
health

Strategies: Healthy Coping

Challenge	Strategy	Policy, Supervisory Techniques, Competency-Based Training?
No critical incident followup	Create a debriefing protocol for critical incidents	Policy
Low/no flexibility in work schedule	Institute flexible work hours	Policy or supervisory techniques
Effects of stress on health	Develop training to focus on exercise, health, and nutrition	Competency-based training

Challenges: Strong Relationships

Challenge

Lack of
communication

Lack of support

Lack of teamwork
with other agencies

Strategies: Strong Relationships

Challenge	Strategy	Policy, Supervisory Techniques, Competency-Based Training?
Lack of communication	Encourage staff to speak up	Policy or supervisory techniques
Lack of support	Mentor new and existing employees	Policy, supervisory techniques, competency-based training
Lack of teamwork with other agencies	Plan for sharing resources with other agencies	Policy

Challenges: Self-Knowledge and Insight

Challenge

Lack of connection
to history and
mission

Sense of
powerlessness

Employee
dissatisfaction and
turnover

Strategies: Self-Knowledge and Insight

Challenge	Strategy	Policy, Supervisory Techniques, Competency-Based Training?
Lack of connection to history and mission	Display mission statements and train on organization history	Policy and training
Sense of powerlessness	Promote insight into stress activity	Competency-based training
Employee dissatisfaction and turnover	Develop employee hiring protocol	Policy and training

Video: *Strategies That Work*



Review of Learning Objectives

- Describe how the five core elements of resiliency relate to the organizational resiliency model.
- Describe three ways organizations can implement strategies through the organizational resiliency model.

Questions? Comments?

