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

Personal Perspective and Meaning

Self-Knowledge and Insight

A Sense of Hope

Strong Relationships

Healthy Coping

Organizational Resiliency Model

Policies

Supervisory Techniques

Competency-Based Training

Evidence
Expert Judgment
Practice Wisdom
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
The Challenge:
Difficulty accepting “I can’t fix everything.”
Employees are becoming disheartened.
Strategy: Personal Perspective and Meaning

The Challenge:
Difficulty accepting “I can’t fix everything.” Employees are becoming disheartened.

One Strategy:
Encouraging reflective practice in a group or by writing in a personal journal.
The Challenge:
No recognition of the importance of having fun at work.
Strategy: Sense of Hope

The Challenge:
No recognition of the importance of having fun at work.

One Strategy:
Hold an enjoyable activity like a “Movie Day” once a month.
The Challenge:
The effect of stress on health. Employees complain of exhaustion and illness.
Strategy: Healthy Coping

The Challenge:
The effect of stress on health. Employees complain of exhaustion and illness.

One Strategy:
Develop a training program to focus on exercise, health, and nutrition.
Challenge: Strong Relationships

The Challenge: Lack of communication.
Strategy: Strong Relationships

The Challenge: Lack of communication.

One Strategy: Create a safer organizational culture where it is safe for employees to speak up.
The Challenge:
Excessive employee turnover. Employees do not realize the emotional demands of the job.
The Challenge:
Excessive employee turnover. Employees do not realize the emotional demands of the job.

One Strategy:
Develop employee hiring protocol to find people who are right for the job.
Video: Strategies That Work

Lindsey Castellanos
Forensic Interviewer
Child Advocates of Fort Bend
Texas
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.
End of Module 2

Questions? Comments?