

Module 2: The Process for Building Resiliency

Time Required

1 hour, 30 minutes

Purpose

The purpose of this module is to enable participants to identify their own organization's challenges; create their own strategies that can be implemented through policy, supervisor techniques, or competency-based training; and discuss how these strategies can be implemented.

Lessons

1. Challenges and Strategies (1 hour)
2. Implementation Ideas (30 minutes)

Learning Objectives

By the end of this module, participants will be able to:

- Create strategies to build capacity in each core element.
- Discuss ways to implement strategies.

Participant Worksheet

- Completed Independent Study 2 Worksheet, A Sense of Hope Work Plan Strategies

Equipment and Materials

- Note cards, one per participant, for the “Resiliency Challenges and Strategies activity.”

Preparation

- Preview the video and select one or more role plays to show to participants (in addition to the introduction).



Show Visual 2-1.

Introduce the module.



Show Visual 2-2.

Review the learning objectives.

By the end of this module, participants will be able to:

- Create strategies to build capacity in each core element.
- Discuss ways to implement strategies.

1. Challenges and Strategies (1 hour)

Paraphrase:

Earlier we discussed how “fitness for the work” is a key factor in determining whether people stay in this work. One of the most effective ways to ensure that the staff and volunteers you bring on board are capable of handling this type of work is to make sure that you have effective screening tools.

In the video you’re about to see, participants in a role play demonstrate how a screening tool is used to identify candidates for a position in a child abuse organization.



Show Visual 2-3.

VIDEO Show the video *Fitness for the Work – A Screening Tool (plus role plays)* that is embedded in the PowerPoint presentation by clicking on the slide.

Explain that the video illustrates how an organization developed a series of questions to screen potential volunteers.

Always play the first segment *A Screening Tool* first; this video explains why the tool was developed and how it is used. Then play any or all of the following short role plays, as time allows:

- Past Victimization (1:46)
- Supervision (2:08)
- Shared Values (1:29)

- Expectations (1:53)
- Resiliency (2:21)

After playing the videos, **ask** participants:

- Are your screening tools designed to determine fitness for the work? If so, how?
- What measures would you use to determine “fitness for the work” in your organization?”

Allow for several responses.

Paraphrase:

Now we’re going to walk through the entire process of identifying an organization’s resiliency challenges, developing activities and strategies to address those challenges, and implementing the strategies at an organizational level. While we won’t be able to work with everyone’s examples, we’ll be selecting five to examine in this module.

In Independent Study 2, you were to list your organization’s resiliency challenges and identify strategies that might be useful in addressing those challenges.

Instructor Note:

All participants should have completed the Independent Study 2 worksheet which you referred to during the Introduction module.



Show Visual 2-4.

Introduce the activity.



Activity: Resiliency Challenge and Strategies (50 minutes)

The purpose of this activity is for participants to work as a group to identify strategies for specific resiliency challenges.

- 1. Refer to their completed Independent Study 2 worksheet.***
- 2. Ask volunteers to call out a challenge from their worksheets.***
- 3. Write a key word representing that challenge on a tear sheet.***

Instructor Note:

If possible, obtain as many challenges as there are participants.

4. *Distribute a note card to each participant and assign each participant one of the challenges from the tear sheet. If you do not have enough challenges for each participant, you may assign the same challenge to more than one participant. Do not assign a challenge to the same person who mentioned it.*
5. *Tell participants to write the word “Challenge” at the top of the card and briefly describe their assigned challenge below it.*
6. *Tell participants to write the word “Strategy” below the challenge, to think carefully about a sound strategy for that challenge, and to write it on the note card. Remind participants to write legibly, on one side only.*
7. *After describing the strategy, they are to identify it as policy, supervision, or competency-based training.*
8. *Allow about 10 minutes.*
9. *When participants have finished, collect the note cards and shuffle them. Ask a participant to redistribute the cards. Tell participants that if they receive their own card, they are to exchange it with another person.*
10. *Tell participants to read the challenge and the strategy, then briefly describe one more strategy that could be used to address the challenge. The suggestion should be one that does not duplicate the strategy described on the card, and is different from the strategy they wrote on their own card. Allow about 10 minutes.*
11. *When participants have finished writing, collect the cards and shuffle through them. Select those that appear to clearly demonstrate how one of the resiliency elements has been incorporated through policy, supervision, or training.*



Show Visual 2-5.

12. *For each card you selected, discuss the challenge and the strategy:*
 - Do you think this strategy would effectively address the challenge?
 - Why do you think this strategy would work?
 - Could this strategy be replicated in your agency?
 - Can you think of other strategies that might be used for this challenge?

Allow for several responses.

Debrief the activity by explaining that for any given challenge, there may be multiple strategies that will address it.

Ask for questions before continuing.

2. Implementation Ideas (30 minutes)

Paraphrase:

Now that we have identified strategies, let's discuss ways to implement those strategies.



Show Visual 2-6.

Introduce the activity.



Activity: Implementation Ideas (30 minutes)

The purpose of this activity is for participants to work as a group to identify strategies for specific challenges.

- 1. Shuffle the note cards from the previous activity. Ask a participant to redistribute the cards. Tell participants that if they receive their own card, they are to exchange it with another person.**
- 2. Tell participants to write "Implementation" on the back of the card they receive.**
- 3. Instruct them to read the strategy on the front, then turn again to the back and list some concrete suggestions for implementing that strategy, and whether the implementation is through policy, supervision, or competency-based training.**

For example, if the challenge is absenteeism and the larger challenge is low morale, the implementation steps might be:

1. Survey staff to determine the cause of low morale.
2. Depending on survey results, take action such as:
 - Reduce workload (supervision).
 - Institute an employee assistance plan (policy).
 - Hold a retreat and encourage open discussion (supervision).
 - Conduct a refresher course on "why we do the work we do" (training).
- 4. Allow about 15 minutes.**

5. When participants have finished writing, collect the cards, and select those that appear to reflect the best practices to share with the large group.



Show Visual 2-7.

6. For each card you selected, review the challenge and the strategies first, then discuss implementation.

- Why do you think this strategy would be implemented successfully?
- Could this strategy be implemented in the same way in your agency?
- Can you think of other ideas for implementing these strategies?

Allow for several responses.

Instructor Note:

You will use the cards in another activity in Module 3.



Show Visual 2-8.

Review the learning objectives for this module and **ensure** they were met.

By the end of this module, participants will be able to:

- Create strategies to build capacity in each core element.
- Discuss ways to implement strategies.



Show Visual 2-9.

Ask if there are any final questions before moving to the next module.

