

When a colleague experiences trouble, we naturally want to help, but our response is sometimes hampered by the uncertainty of finding the right words and appropriate gestures.

We ask ourselves*—

- Am I able to help and support this person?
- Should I be the person to bring this up?
- Will the person break down if I ask about the situation?
- Should I keep quiet, put my arms around the person, or just keep a distance?
- Should a professional be providing help?

Crisis Response Services can help you and your department answer these questions and assess what is needed when a crisis occurs.

A crisis has been defined as “a perception or experiencing of an event or situation as an intolerable difficulty that exceeds the person’s or department’s current resources and coping mechanisms.”**

Crisis events, whether big or small, have emotional consequences and affect our ability to carry on with our work and personal life.

www.fasap.org

Stress and grief reactions are typically normal responses to abnormal situations. The broad range of reactions to a crisis may include:

Shock

Fear

Guilt

Anger

Grief

Sleeplessness

Confusion

Helplessness

Time Distortion

Inability to Concentrate

Difficulty in Decision Making

Preoccupation with Event

Inability to Function

Anyone may experience some of these reactions.

The vast majority of people recover and return to work soon after an event.

Others, however, may need supportive attention. Feeling better is unique to each individual and does not follow any set pattern.

Crisis Response Services provide:

- Consultation to managers and supervisors whose staff are coping with crisis events
- Individual assessment and referral for emotional problems related to crisis events
- Group interventions following traumatic events
- Collaborative group interventions including clergy and pastoral care, and others trained in crisis management
- Workshops and departmental briefings for supervisors and employees on managing crises, workplace violence, troubled employees, and anger management.

If you or your department should experience a crisis event that exceeds your resources and ability to cope, please call the Faculty and Staff Assistance Program, 443-997-7000 or 443-287-7000

* Adapted from The Danish Red Cross Society

** R. K. James and B. E. Gilliland, *Crisis Intervention Strategies* (Belmont, CA: Wadsworth/Thompson Learning, 2001), 5.

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**Faculty and Staff
Assistance Program**

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Automobile crashes
Hurricanes Tornadoes
Floods Fires
Epidemics Medical errors
Deaths Suicides Violence
Air crashes Nuclear accidents
Riots Terrorism War
Civil unrest Homicide

Why did something like this happen?

Crisis

I CAN'T STOP THINKING ABOUT IT.

Response

I never expected anything like this

Service

emotional support

for individuals

and groups

**Faculty and Staff
Assistance Program**