

Overcoming crisis situations

Development of
personal action plans
for crisis situations

Development of personal action plans

1. Presenting the case:

What happened?

It is important

- not to judge
- to try and avoid drawing conclusions or to identify correlations
- to present the case as a neutral fact so that another witness could also agree with your presentation.



Erasmus+

Jugend in Aktion
Österreichische Agentur



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2. Identify feelings:

Which were your first reactions and emotions? For example, what did you feel, were you of afraid of anything?

- It is important not to judge the person who faces the crisis situation and try to avoid analysing the case at this point.
- Feelings are of subjective nature. Recognising and understanding your own emotions can help develop self-regulation techniques. E.g. being angry compromises objectivity.
- You have probably noticed that objectivity is compromised when somebody is angry. Anger, as an emotional and psychological state, blocks cognitive skills. If we feel very angry, we can use some counteractive strategies, such as drinking a glass of water, going to a different place for a short time, we catch our breath etc.

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3 Evaluation of the experience:

What were the positive or negative aspects of this experience?

- Bring value judgements!
- It is important to acknowledge that a problematic situation can lead to numerous possibilities. We learn new things, not only about ourselves and our environment, but also about the young people (YP) in our care.

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4. Analysis:

What could have been the meaning of this situation? What actually happened? What did the YP feel in this situation? What did they try to achieve with this behaviour?

- Try to gather helpful ideas from other sources.
- Think about it, or talk about the case with other RYCWs to see if they had similar experiences.

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5. Conclusions

(general)

- What can be concluded in general about this experience and about your analysis of the case?

(specific)

- What can be concluded about your specific situation and the manner in which you conduct your work?

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Personal action plan =

- What will you do differently in a similar situation?
- What are your next steps based on what you have learned here?