



BUILD A

Resiliency Program

FOR YOUR PEOPLE

READINESSGRP.COM

TABLE OF CONTENTS

03

I'm Going
Upstream
Parable

04

Foundation of
Full-Scale
Resiliency

05

3-Step
Process to a
Program

06

Build Your
Education
Plan

13

Build
Your
Resources

18

Critical
Incident
Response

23

Work with
Readiness
Group

24

Live Your
Adventure
Institute

25

Thank You
From
RG

I'M GOING UPSTREAM

Imagine a beautiful winding river surrounded by trees, snaking calmly throughout the landscape, and nurturing the trees and the animals along its path. As it gets further downstream, the waters begin to stir, winding and flowing around rocks and down small easements, until it ends at a high waterfall. You can hear the rush of the water and the chaos at the bottom of the falls.

Imagine that your team has been called to the scene at the bottom of the waterfall. You arrive and the first thing you notice is that there are several people trying to pull individuals out of the water. As you assess the situation, you notice that more and more people begin to fall over the edge of the waterfall, and many of them are drowning.

Your team instantly goes into action to begin rescuing people from the water. Training clicks in like clock work. There is a scene commander and coordinated efforts to pull people from the water, perform CPR when necessary, and transport to the hospital. But no matter how effective your efforts, people continue to fall over the waterfall and land in the waters down below.

Finally, exhausted, you stumble out of the water and begin walking away from the scene. Your scene commander and team yell at you, "Where are you going? Get back in here. This is all hands on deck." To which you reply, "I'm going upstream to find out why so many people are falling into the river."

*ADAPTED FROM "JUVENILE JUSTICE IN AMERICA" BY
SHELDON & MACALLAIR*

THE FOUNDATION

Full-Scale Resiliency



Upstream Resiliency **US**

1. Focus on starting a conversation and cultivating a resilient culture
2. Educate your people on resiliency
3. Provide resources for the 8 domains of wellness: emotional, physical, occupational, social, spiritual, intellectual, environmental, & financial
4. Build relationships with local community resources



In-The-Moment Resiliency **ITM**

1. Focus on using what was learned upstream to optimize tactical performance through managing the stress response
2. Encourage Top-Down Nervous System Hacks
3. Encourage Bottom-Up Nervous System Hacks
4. Encourage Environmental Nervous System Hacks



Downstream Resiliency **DS**

1. Focus on activating the echelons of care starting with the lowest echelon possible
2. 1st Echelon: Personal Resiliency Strategy
3. 2nd Echelon: Every Person a Peer
4. 3rd Echelon: Formal Peer Support & Critical Incident Response
5. 4th Echelon: Professional Community Resources

Process

STEP ONE

Build Your Education Plan

TAKE A LOOK AT YOUR ORGANIZATION'S APPROACH TO UPSTREAM RESILIENCY. FILL OUT THE WORKSHEETS AND GENERATE A ROADMAP TO INCORPORATE UPSTREAM RESILIENCY INTO YOUR AGENCY'S CULTURE.

Build Your Resources

EMPHASIZE IN-THE-MOMENT RESILIENCY IN THE PRACTICES OF YOUR ORGANIZATION. USE THE EDUCATION ABOUT THE NERVOUS SYSTEM PROVIDED IN THE UPSTREAM PHASE TO OPTIMIZE TACTICAL PERFORMANCE WHEN REQUIRED.

STEP TWO

STEP THREE

Build Your Critical Incident Response

ASSESS THE DOWNSTREAM RESILIENCY RESOURCES OFFERED WITHIN YOUR ORGANIZATION. THESE SHOULD INCLUDE RESOURCES FOR BOTH PERSONAL & PROFESSIONAL CRISIS.



1

BUILD YOUR

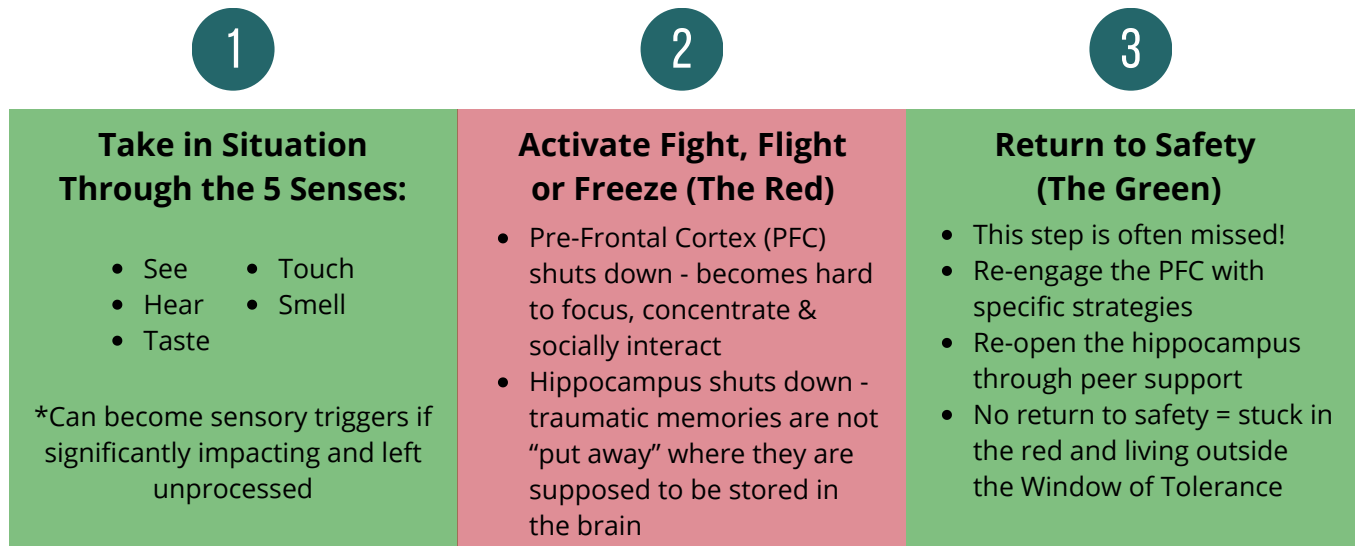
Education Plan

EDUCATION

Science of Trauma

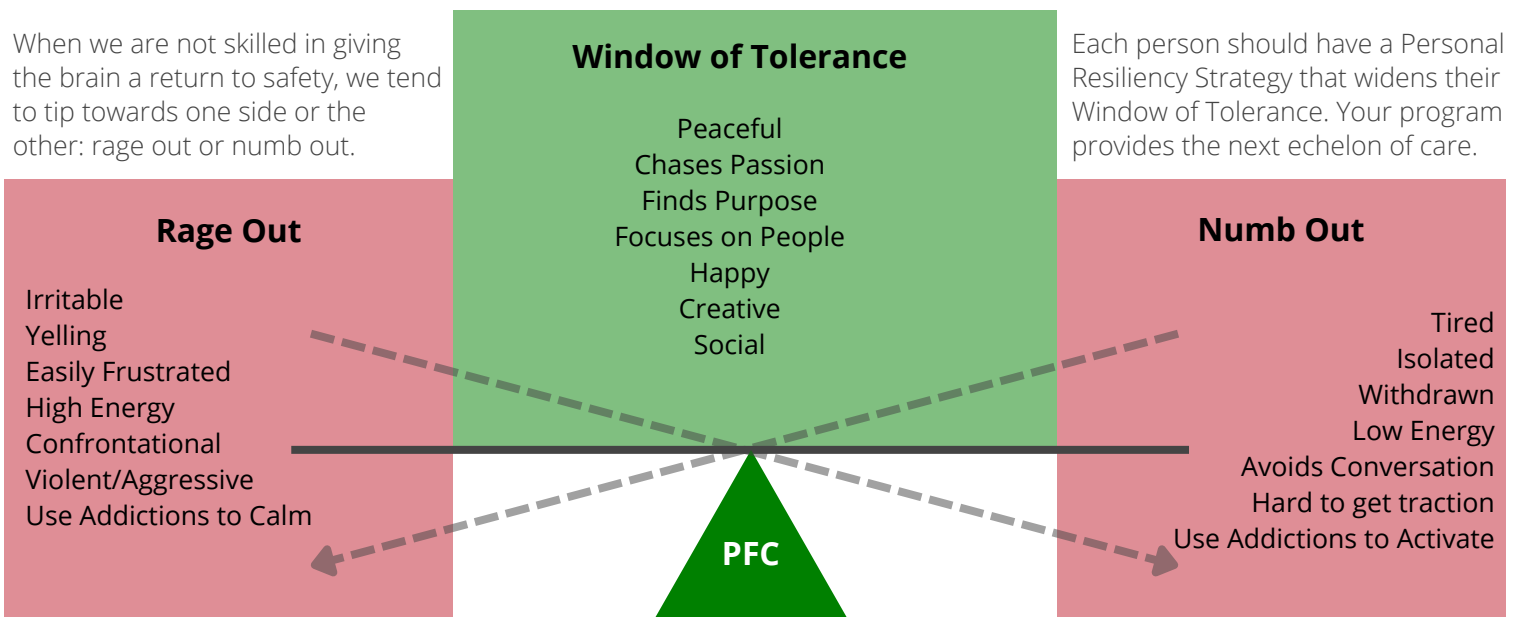
THE FOUNDATION OF YOUR EDUCATIONAL PROGRAM SHOULD BE BASED ON THE SCIENCE OF STRESS & TRAUMA. MOST PEOPLE DO NOT UNDERSTAND HOW THE STRESS THEY EXPERIENCE IMPACTS THEIR PHYSIOLOGY. PROVIDING THEM WITH THAT KNOWLEDGE IS OFTEN THE KEY THAT UNLOCKS A STRATEGY THAT WORKS FOR THEM TO COUNTER THEIR STRESS ON A DAILY BASIS.

3 STAGES OF THE STRESS RESPONSE:



THE WINDOW OF TOLERANCE: THE FOCUS OF YOUR PROGRAM SHOULD BE ON HELPING YOUR PEOPLE RETURN TO SAFETY EARLY & OFTEN FOLLOWING PERSONAL & OCCUPATIONAL STRESS.

When we are not skilled in giving the brain a return to safety, we tend to tip towards one side or the other: rage out or numb out.



EDUCATION

Potential Topics

GOAL #1: EDUCATE YOUR PEOPLE ON RESILIENCY.

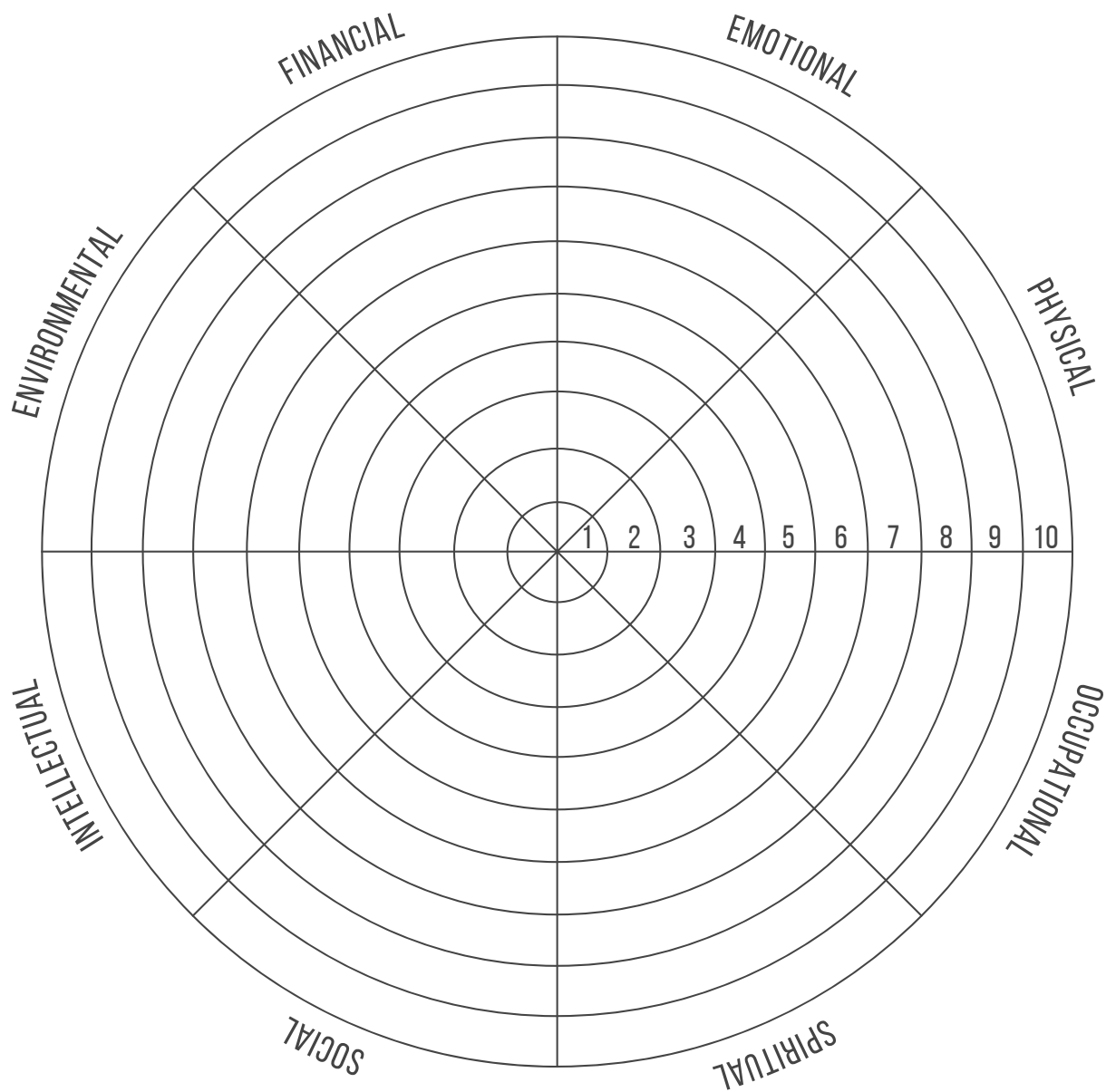
Education breaks stigmas. The education that you choose to provide for your people is truly the keystone for the program's overall success. It will build the foundational beliefs that feed the culture of resiliency within your organization. As you choose your educational resources, refer to the following checklist to ensure that the topics are covered:

- | | | | | |
|--------------------------|---|----|-----|----|
| <input type="checkbox"/> | Physiology of the Stress Response (Red vs Green) | US | ITM | DS |
| <input type="checkbox"/> | In-the-Moment Nervous System Hacks | | ITM | |
| <input type="checkbox"/> | Resiliency Topic: Navigating Negative & Pursuing Positive Emotion | US | | |
| <input type="checkbox"/> | Resiliency Topic: Using Character Strengths | US | | |
| <input type="checkbox"/> | Resiliency Topic: Building Your Tribe | US | | |
| <input type="checkbox"/> | Resiliency Topic: Purpose | US | | |
| <input type="checkbox"/> | Resiliency Topic: Physical Health | US | | |
| <input type="checkbox"/> | Resiliency Topic: Building a Resiliency Rhythm | US | | |
| <input type="checkbox"/> | Financial Strategies & Goal-Setting | US | | |
| <input type="checkbox"/> | Owning Your Personal Story | US | DS | |
| <input type="checkbox"/> | How Peer Support & Counseling Counter Stress | | DS | |
| <input type="checkbox"/> | Training on the Peer Support Conversation | | DS | |
| <input type="checkbox"/> | Spiritual Resiliency | US | | |
| <input type="checkbox"/> | Substance Abuse Prevention | US | | |
| <input type="checkbox"/> | Career Progression & Goal-Setting | US | | |
| <input type="checkbox"/> | Resolving Interpersonal Conflict | US | | |
| <input type="checkbox"/> | _____ | | | |
| <input type="checkbox"/> | _____ | | | |
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EDUCATION

8 Domains of Wellbeing

WHEN LOOKING AT YOUR EDUCATION PLAN, IT IS HELPFUL TO INCLUDE EDUCATION IN THE 8 DOMAINS OF WELLNESS. USE THE DIAGRAM BELOW TO RATE THE NEED FOR EDUCATION IN EACH SPECIFIC DOMAIN (1 = LOW NEED FOR EDUCATION, 10 = EXTREMELY HIGH NEED FOR EDUCATION).



EDUCATION

Free Resources

THERE ARE MULTIPLE FREE RESOURCES THAT CAN GET YOU STARTED IF YOU'RE OPERATING ON A LOW BUDGET! HERE ARE THE TOP 6 THAT WE RECOMMEND:

US	<p><u>HUBERMAN LAB PODCAST</u></p> <p>HUBERMAN LAB PROVIDES FREE, SCIENCE-BASED WELLBEING TOOLS THROUGH HIS PODCAST. USE IT TO START INSIGHTFUL CONVERSATIONS AMONGST YOUR PEOPLE. HUBERMANLAB.COM</p>	<p><u>WELLBEING LAB</u></p> <p>USE THE FREE PERMAH WELLBEING LAB SURVEY TO GIVE YOUR PEOPLE A PERSONALIZED PLAN FOR IMPROVING UPSTREAM WELLBEING. ORG.PERMAHSURVEY.COM</p>
ITM	<p><u>HEARTMATH</u></p> <p>HEARTMATH, A BIOFEEDBACK TOOL FOR ASSESSING STRESS, OFFERS A FREE TRAINING ON THE STRESS RESPONSE AND HOW TO MANAGE IT PHYSIOLOGICALLY. HEARTMATH.COM/EXPERIENCE</p>	<p><u>CALM</u></p> <p>CALM IS A FANTASTIC APP FOR USING MEDITATION AND BREATHING FOR IN-THE-MOMENT STRESS RELIEF. THEY HAVE A 7-DAY FREE TRIAL FOR YOUR PEOPLE TO TRY IT OUT AS WELL AS A BUSINESS PLAN! CALM.COM</p>
DS	<p><u>ICISF</u></p> <p>THE INTL CRITICAL INCIDENT STRESS FOUNDATION HAS MANY FREE RESOURCES FOR EDUCATING YOURSELF AND YOUR TEAM ON CRITICAL INCIDENT RESPONSE. ICISF.ORG/RESOURCES</p>	<p><u>ACADIA HEALTHCARE</u></p> <p>ACADIA REPRESENTS MANY NTNL INPATIENT/RESIDENT TREATMENT FACILITIES BUT ALSO PROVIDES A FREE TREATMENT PLACEMENT SPECIALIST PROGRAM NATIONWIDE TO HELP INDIVIDUALS FIND THE LEVEL OF CARE THAT THEY NEED. ACADIAHEALTHCARE.ORG</p>

READINESS GROUP

Educational Approach

THIS IS READINESS GROUP'S APPROACH FOR BASIC RESILIENCY EDUCATION WITHIN AN ORGANIZATION:

<p>PEER TEAM</p>	<p><u>RG ORGANIZATIONAL RESILIENCY SPECIALIST COURSE</u> HOW TO BUILD A FULL-SCALE RESILIENCY PROGRAM, PEER SUPPORT FOR CHRONIC/CRITICAL STRESS</p>	<p><u>ICISF GROUP/IND CRITICAL INCIDENT RESPONSE</u> 3-DAYS, NATIONALLY-RECOGNIZED RESPONSE PROGRAM, INDIVIDUAL AND GROUP CRITICAL INCIDENT RESPONSE</p>	<p><u>LIVINGWORKS ASIST</u> 2-DAYS, LIVING WORKS SUICIDE INTERVENTION COURSE, TRAINING IN BUILDING A SAFETY PLAN FOR IND.'S WHO ARE SUICIDAL</p>
<p>ORG</p>	<p><u>SCIENCE OF TRAUMA</u> 4-HOUR WORKSHOP FOCUSED ON THE SCIENCE OF TRAUMA, BUILDING A PERSONAL RESILIENCY STRATEGY, AND THE EVERY PERSON A PEER CONVERSATION FOR CHRONIC & CRITICAL STRESS</p>	<p><u>RESILIENT LEADER</u> 8-HOUR WORKSHOP FOCUSED ON THE SCIENCE OF TRAUMA, RESILIENCY FOR LEADERS, PROMOTING AN EVERY PERSON A PEER CULTURE, AND PROMOTING PSYCHOLOGICAL SAFETY WITHIN THE ORGANIZATION</p>	
<p>FAM</p>	<p><u>CULTIVATING A FAMILY IN FLOW</u> 4-HOUR WORKSHOP FOCUSED ON THE SCIENCE OF TRAUMA, RECOGNIZING FAMILY MEMBER STRENGTHS, DISCOVERING INDIVIDUAL WHY'S AND CULTIVATING A FAMILY RHYTHM THAT ALLOWS FOR THE PURSUIT OF EACH INDIVIDUAL WHY</p>		





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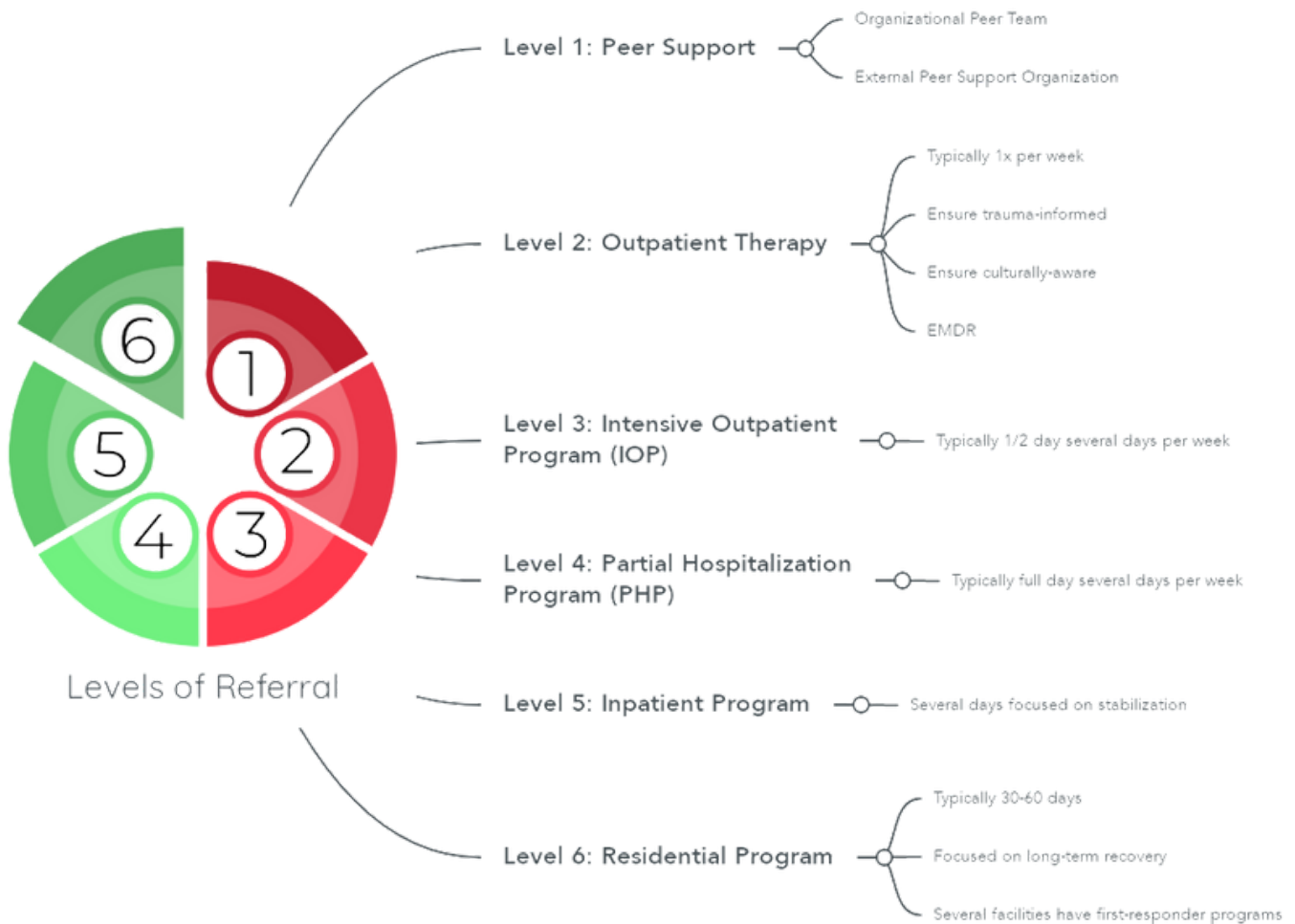
BUILD YOUR

Resources

FULL-SCALE

Echelons of Care

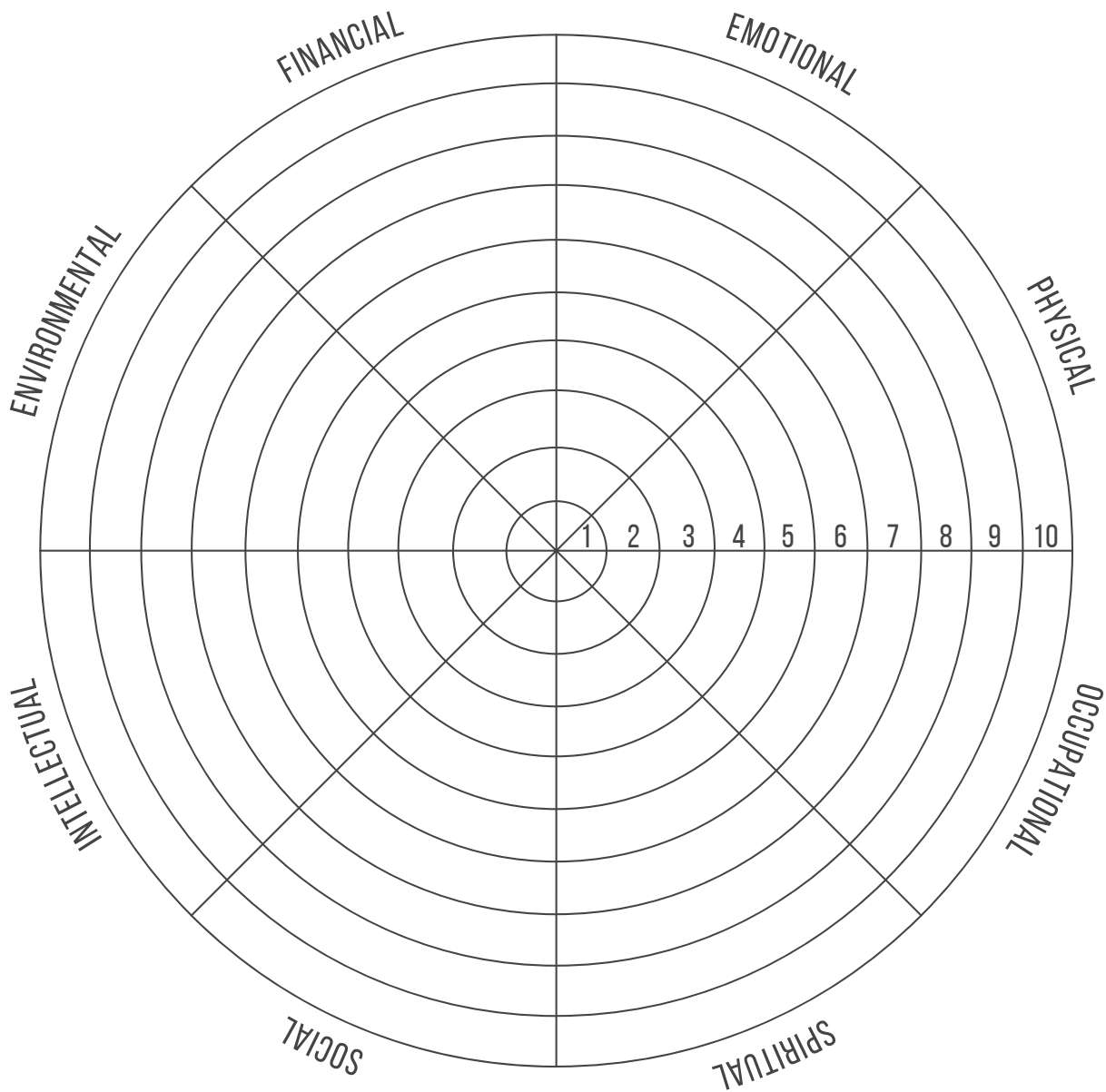
ONE OF THE GREATEST THINGS THAT A RESILIENCY PROGRAM CAN DO FOR ITS PEOPLE IS TO VET AND BUILD RELATIONSHIPS WITH AWESOME PROVIDERS IN THE COMMUNITY. IN ORDER TO DO THAT, IT IS IMPERATIVE THAT YOU HAVE A FULL UNDERSTANDING OF THE ECHELONS OF CARE THAT ARE AVAILABLE.



UPSTREAM RESILIENCY

8 Domains of Wellbeing

RETURN BACK TO THE DOMAINS OF WELLBEING WHEEL. IN ADDITION TO MENTAL HEALTH RESOURCES, CONSIDER HAVING UPSTREAM RESOURCES THAT HELP PREVENT THE NEED FOR MENTAL HEALTH SUPPORT DOWN THE ROAD. THIS TIME RATE YOUR ORGANIZATION IN THE COMMUNITY RESOURCES THAT YOUR AGENCY PROVIDES FOR EACH DIFFERENT DOMAIN OF WELLBEING. THESE CAN BE FUNDED THROUGH THE ORGANIZATION OR SIMPLY OFFERED AS REFERRALS TO INDIVIDUALS TO PURSUE ON THEIR OWN.



UPSTREAM RESILIENCY

Community Resources

BUILDING RELATIONSHIPS WITH LOCAL COMMUNITY RESOURCES IS VITAL TO THE RESILIENCY OF YOUR PEOPLE. CONSIDER THE FOLLOWING CATEGORIES AS YOU FOCUS YOUR EFFORTS:

INDIVIDUAL

- INDIVIDUAL COUNSELING
- PHYSICAL HEALTH & NUTRITION RESOURCES
- PRODUCTIVITY RESOURCES
- FINANCIAL PLANNING & ASSISTANCE
- SPIRITUAL RESOURCES

MARRIAGE

- COUPLES COUNSELING
- COUPLES RETREATS
- COUPLES EDUCATION
- COUPLES SPIRITUAL GUIDANCE
- COUPLES CHALLENGES

FAMILY

- FAMILY COUNSELING
- YOUTH & ADOLESCENT COUNSELING
- RESOURCES FOR TEENS
- PARENT SUPPORT GROUPS
- FAMILY CHALLENGES

OCCUPATIONAL

- CRITICAL INCIDENT RESPONSE TEAMS
- CULTURAL-AWARE COUNSELORS
- TRAUMA-FOCUSED COUNSELORS
- EFFECTIVE EAP PROVIDERS
- EFFECTIVE IN-NETWORK PROVIDERS



3

BUILD YOUR

*Critical Incident
Response*

DOWNSTREAM RESILIENCY

2 Important Trainings

THERE ARE TWO VERY IMPORTANT TRAININGS THAT WE RECOMMEND FOR DOWNSTREAM RESILIENCY. SEE BELOW FOR MORE DETAILS:

 <p>ICISF</p>	<p style="text-align: center;"><u>ICISF GROUP & INDIVIDUAL CISM CERTIFICATION</u></p> <p>WHY WE BELIEVE IN CISM: CISM IS A NATIONALLY RECOGNIZED APPROACH TO CRITICAL INCIDENT RESPONSE. WE BELIEVE EVERY ORGANIZATION SHOULD HAVE INDIVIDUALS TRAINED IN THIS PROCESS. IF A LARGE CRISIS SHOULD OCCUR, CISM IS FANTASTIC AT BRINGING A STANDARDIZED APPROACH TO A CHAOTIC SITUATION. WE ALSO BELIEVE IT IS A TOOL WITHIN AN ORGANIZATION AND SHOULD NOT BE THE ONLY APPROACH TO RESILIENCY WITHIN YOUR ORGANIZATION.</p> <p style="text-align: center;">International Critical Incident Stress Foundation, Inc. <i>HELPING SAVE THE HEROES</i></p>
 <p>ASIST</p>	<p style="text-align: center;"><u>ASIST SUICIDE INTERVENTION CERTIFICATION</u></p> <p>WHY WE BELIEVE IN ASIST: THERE IS NOTHING SCARIER THAN HAVING AN INDIVIDUAL WHO IS EXPERIENCING SUICIDAL IDEATION. WE HAVE WATCHED NUMEROUS PEER GAIN CONFIDENCE IN WALKING AN INDIVIDUAL THROUGH THIS SITUATION BY LEARNING THE SUICIDE INTERVENTION PLAN THAT IS TAUGHT USING THE LIVINGWORKS ASIST MODEL. IT IS A FANTASTIC TOOL FOR ORGANIZATIONAL RESILIENCY TEAM!</p> <p style="text-align: center;">LIVINGWORKS <i>40 Years of Building Hope</i></p>

DOWNSTREAM RESILIENCY

Comprehensive Approach

WHILE CISM AND ASIST-TRAINED PEERS ARE GREAT TOOLS FOR THE TOOLBOX, A FULLY COMPREHENSIVE APPROACH ALSO INCLUDES THE FOLLOWING:

REGIONAL PEER TEAMS

Building relationships with regional peer teams can be enormously valuable to ensuring 1) external support for an incident that affects your peer team and 2) peer support for anyone who does not want peer support from the internal peer support team.

REGIONAL PEER OPTIONS:

CLINICAL OVERSIGHT

Clinical mental health oversight can be very helpful in challenging situations: suicidal ideation and/or large critical incident responses. Establishing a relationship upstream of a critical situation can ensure a quick response when crisis does occur.

CLINICAL OVERSIGHT OPTIONS:

REFERRAL RESOURCES

Building relationships with regional peer teams can be enormously valuable to ensuring 1) external support for an incident that affects your peer team and 2) peer support for anyone who does not want peer support from the internal peer support team.

REFERRAL OPTIONS:

See your Master Resource List
above

INTERNAL RESOURCES

The greatest asset you have is your internal culture. Have a plan for assessing the situation, determining need, and choosing between individual or group responses. Beware the trap of ALWAYS holding a debriefing every time a challenge occurs.

LOCATION OF INTERNAL PLAN:

An aerial photograph of a river with two red and blue rafts. The river is surrounded by rocky banks and lush green trees. A vertical white line runs down the center of the page, with a dark teal circle containing the number '3' at the top. The text 'APPENDIX' is centered above the rafts, and 'Additional Resiliency Tools' is written in a large, white, cursive font across the middle of the image.

3

APPENDIX

*Additional
Resiliency Tools*

Work With **READINESS GROUP**



Courses Offered:

- ✓ Organizational Resiliency Specialist Certification
- ✓ ICISF CISM Certification
- ✓ Science of Trauma Wkshp
- ✓ Resilient Leader Wkshop
- ✓ Family in Flow Wkshp



Additional Offerings:

- Consultation
- Referral Management
- Resource Development
- SOP Development



GET IN TOUCH:

support@readinessgrp.com

Learn More:

www.readinessgrp.com | 940-224-5823

LIVE YOUR ADVENTURE

INSTITUTE

ON-DEMAND WORKSHOPS



COURSES available

- Build Your Personal Resiliency Strategy for First Responders
- Building a Culture of Resiliency for First Responder Peers
- Leading a Culture of Resiliency for First Responder Leaders
- *More Coming Soon!*

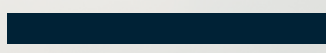
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**BETWEEN STIMULUS AND
RESPONSE THERE IS A SPACE.**



**IN THAT SPACE IS OUR POWER TO
CHOOSE OUR RESPONSE. IN OUR
RESPONSE LIES OUR GROWTH
AND OUR FREEDOM.**

**WE WOULD LOVE TO COLLABORATE WITH YOUR
DEPARTMENT IN BUILDING YOUR CULTURE OF
RESILIENCY. IF YOU WANT MORE INFORMATION,
EMAIL US AT [SUPPORT@READINESSGRP.COM](mailto:support@readinessgrp.com)**

WWW.READINESSGRP.COM

