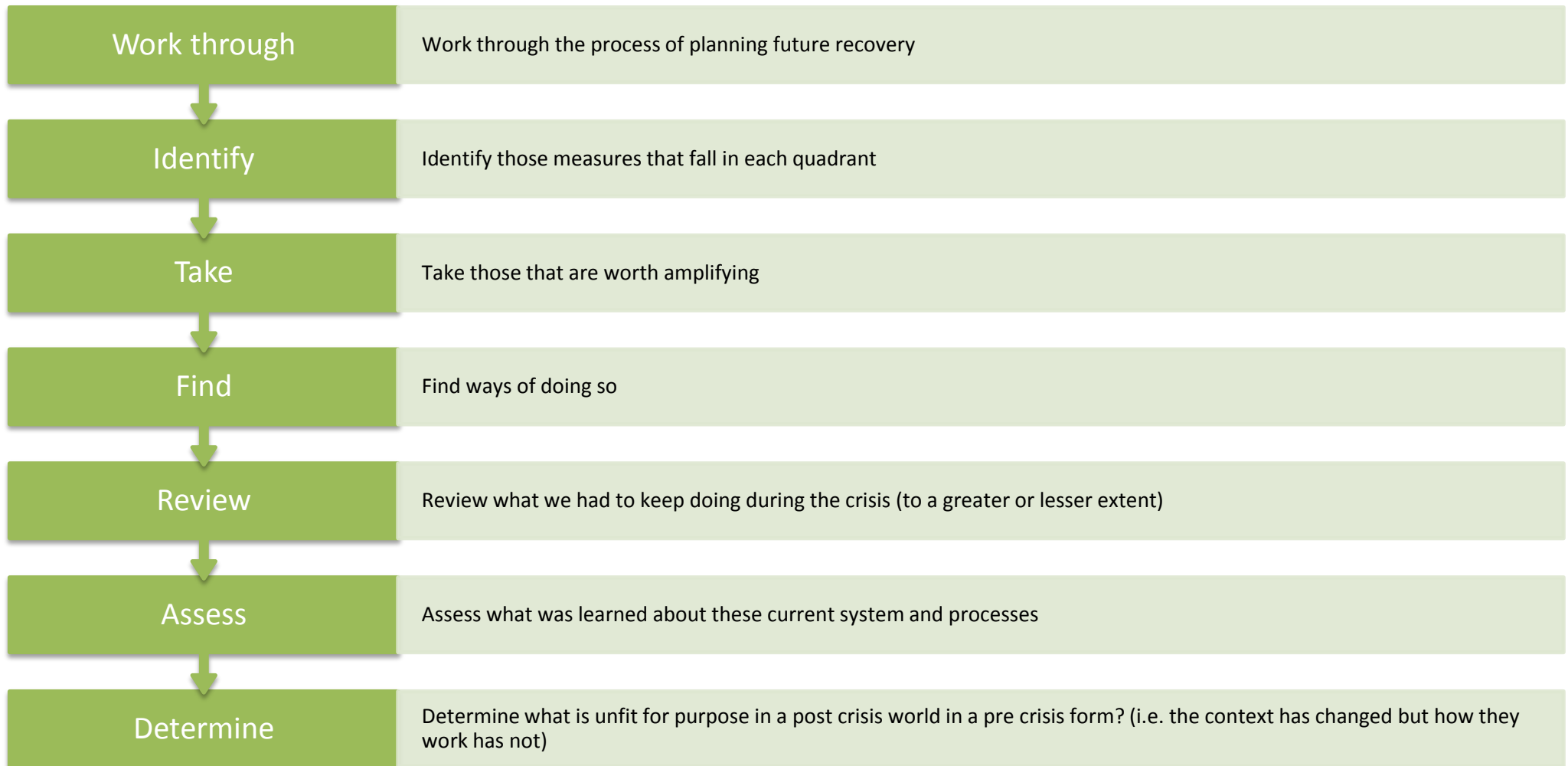




Crisis Response Grid & Recovery Planning

'Challenge Lab Approach' for post crisis communities and organisations to:



The **Grid** helps us assess the things we stopped and started specific to the crisis response

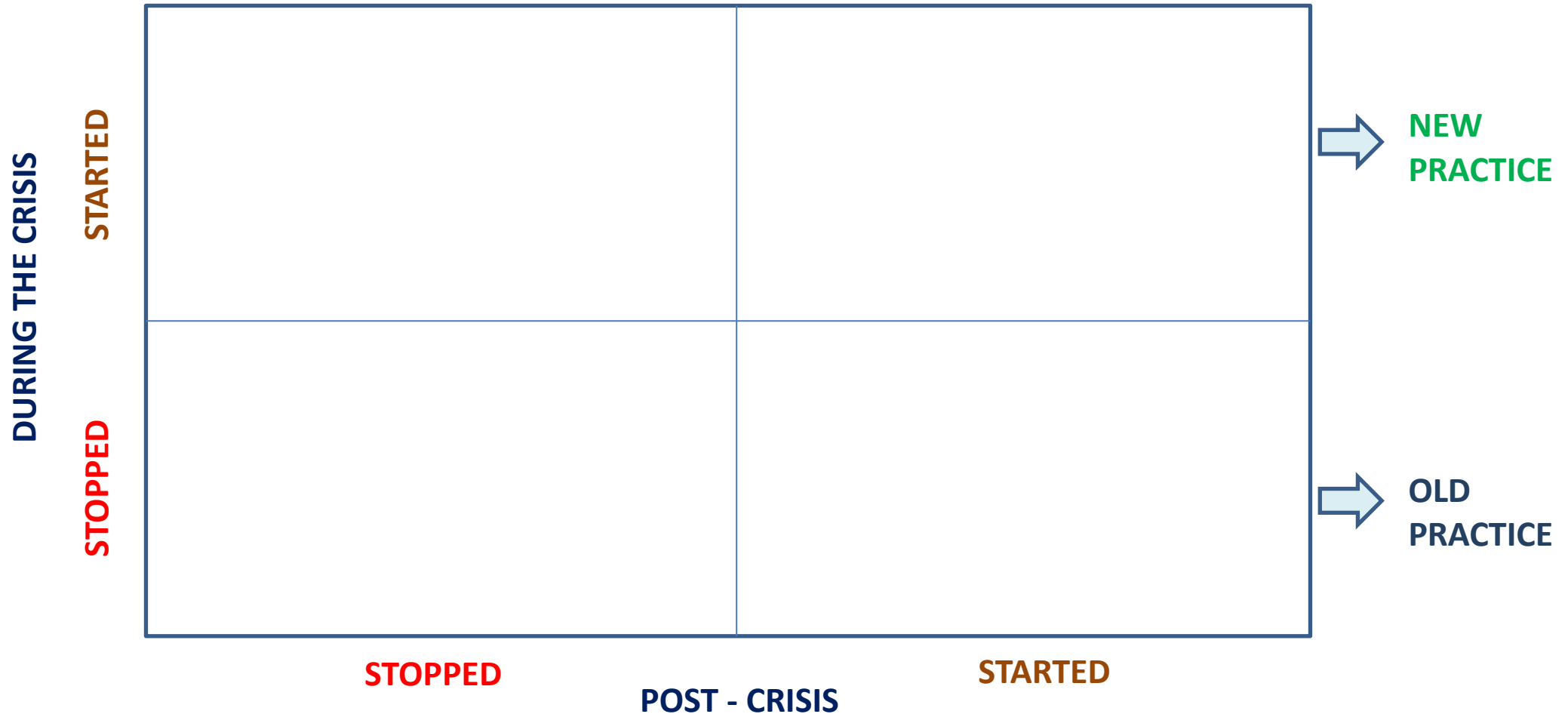
List the changes your organisation/team/service has taken. Review each in terms of:

1. **Did it work?**
2. **What was the impact?**
3. **What were the unwanted impacts?**
4. **What did we learn?**



Crisis Response Grid & Recovery Planning

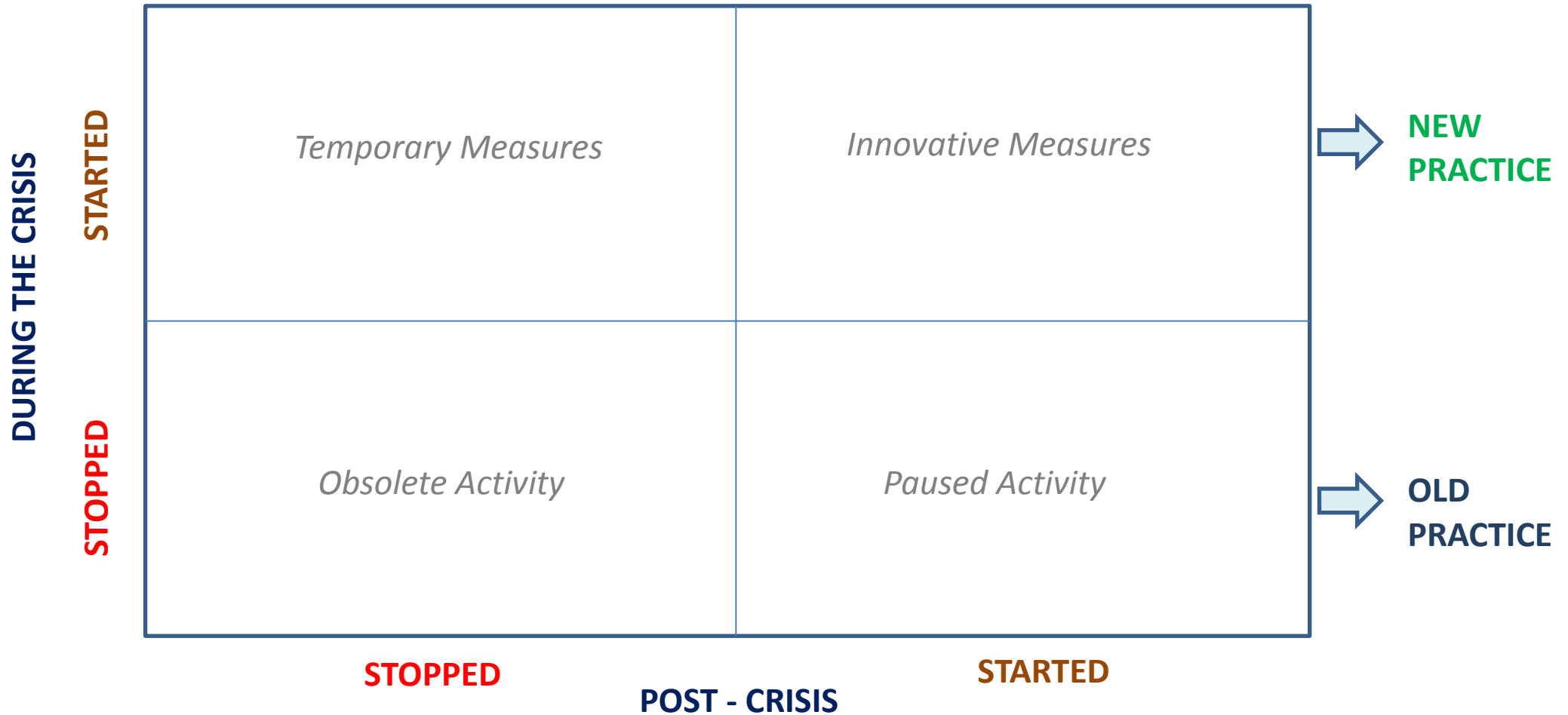
UNDERSTANDING CRISIS RESPONSE MEASURES





Crisis Response Grid & Recovery Planning

UNDERSTANDING CRISIS RESPONSE MEASURES





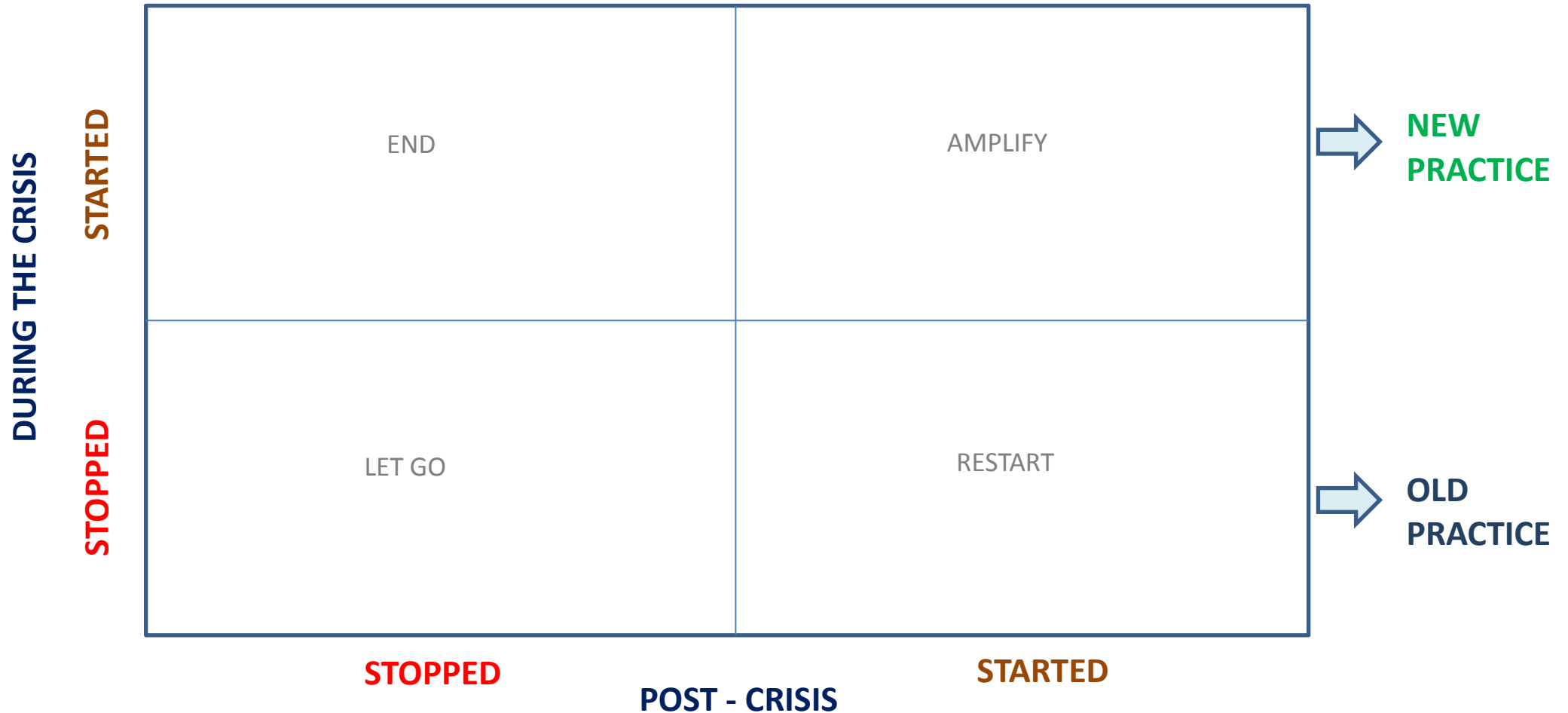
Crisis Response Grid & Recovery Planning

UNDERSTANDING CRISIS RESPONSE MEASURES



Crisis Response Grid & Recovery Planning

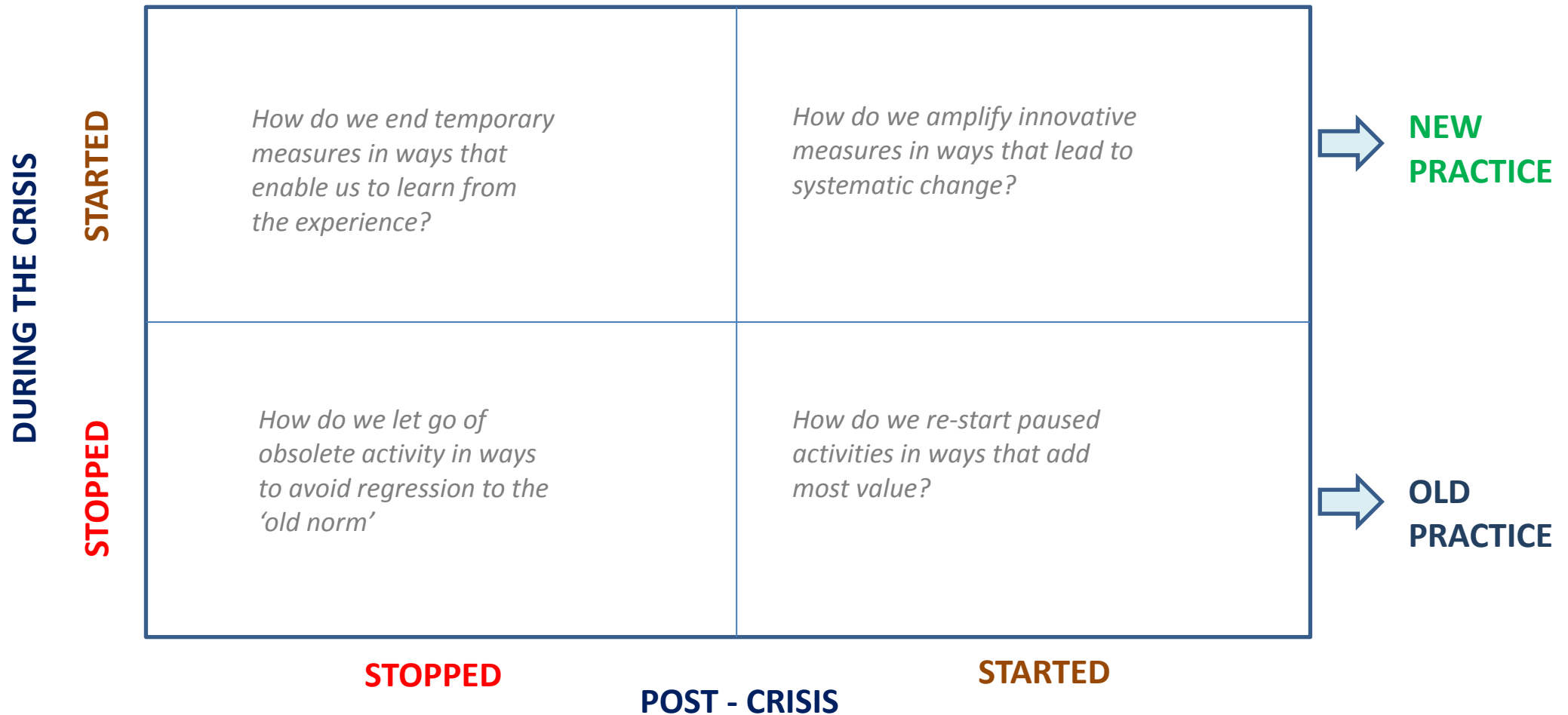
UNDERSTANDING CRISIS RESPONSE MEASURES





Crisis Response Grid & Recovery Planning

UNDERSTANDING CRISIS RESPONSE MEASURES



Understanding Personal Experiences

Making sense of rapid, emergent change - Covid-19

Delivering good change practices is critical right now to benefit from the rapid pace of change and innovation in response to Covid-19. Disruption is a positive force for change that needs personal and team agility to make sense of it. Covid-19 is part of our on-going reality. Working together to give effect to a just and resilient recovery is a shared responsibility.

Key to recovery and renewal is how we:

- Change is personal – people's emotional reactions will be different.
- It is natural to feel challenged by change and uncertainty.
- Addressing concerns sensitively builds trust and helps people stay engaged.
- Many people moved outside their comfort zones and will need personal and team support.
- Creating psychological safety and space will help people to challenge, practice and adapt.

Adapt and Act:

- Attend to how people are feeling and experiencing change by listening to their perspectives, empathise with them when they are overwhelmed and struggling.
- Challenge your own assumptions, listen to others and see the change from the perspective of service users and staff.
- Help people to reduce distress by providing them with practical help to do their job and give of their best to the people they serve.
- Facilitate transitions to new practices, support letting go, attend to endings and assist with uncertainty – always be honest about the impact of the change.
- Work with resistance and personal readiness. Not all change is viewed positively. Keep a focus on what is improved for service users and on public value.

Tips & tools to help (*click links*)

- ✓ [Understanding Core Human Needs](#)
- ✓ [Managing Personal Transitions](#)
- ✓ [Kübler-Ross Change Curve](#)
- ✓ [Working with Emotional Reactions to Change](#)
- ✓ [Finding the Reasons Behind the Resistance](#)

[Additional Resources: pgs 208-213](#)

[Access full suite of "Team Reflection Guidance"](#)

