

After the Cyclone: Care & Communication When Supporting Your People



UMBRELLA

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E tū Kahikatea, hei whakapai ururoa
Awhi mai, awhi atu, tatou, tatou e

Kahikatea stand together, their roots intertwined, strengthening
each other



Today's objectives

1. Priorities for Support
2. Recognise how to spot signs of stress/distress in your people (and yourself)
3. Tools for looking after your people in the short-term
4. What does good leadership look like?
5. Q&A

Priorities

- 1) Safety & Security (self and whānau), Communication
- 2) Practicalities: food, power, \$\$
- 3) Community connection
- 4) Professional support (not everyone needs a psychologist!)

NB: These may change over time (e.g., if more rain comes)

The emotional journey

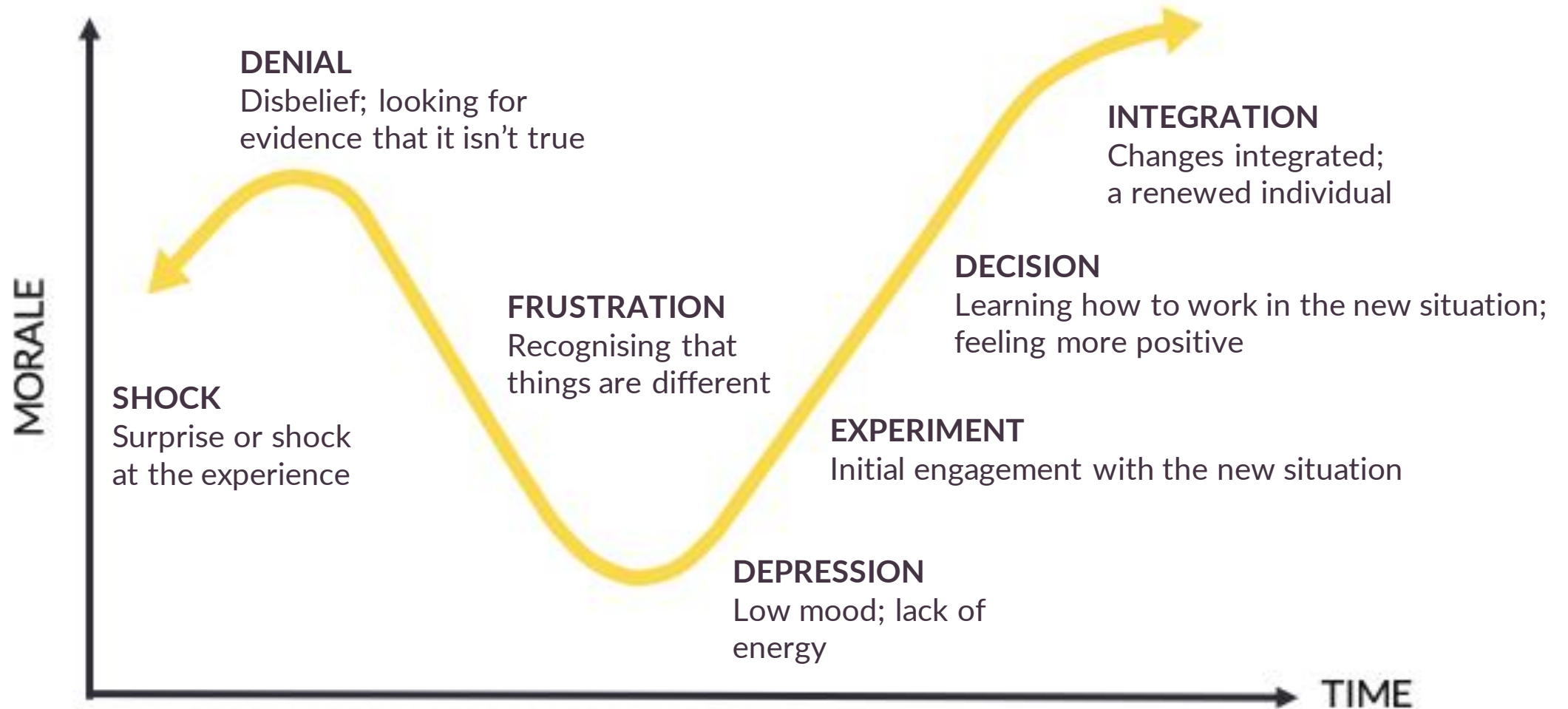


Figure 1: Kübler-Ross Change Curve

Timeframes

Days, weeks, months

Signs and symptoms will gradually fade
for most people

Recovery will have ups and downs



Longer term impact

Majority of people who experience
trauma DON'T develop PTSD

But increased risk of mood & anxiety
problems

Ongoing monitoring important



Some key things to note...

- No right/wrong things to feel
- No right/wrong amount to talk about experiences
- Burnout Risk: “I’m the only one”; “I have to do it/be there”
- May need to put limits around staff working
- Survivor guilt (still need support)
- Keep monitoring!

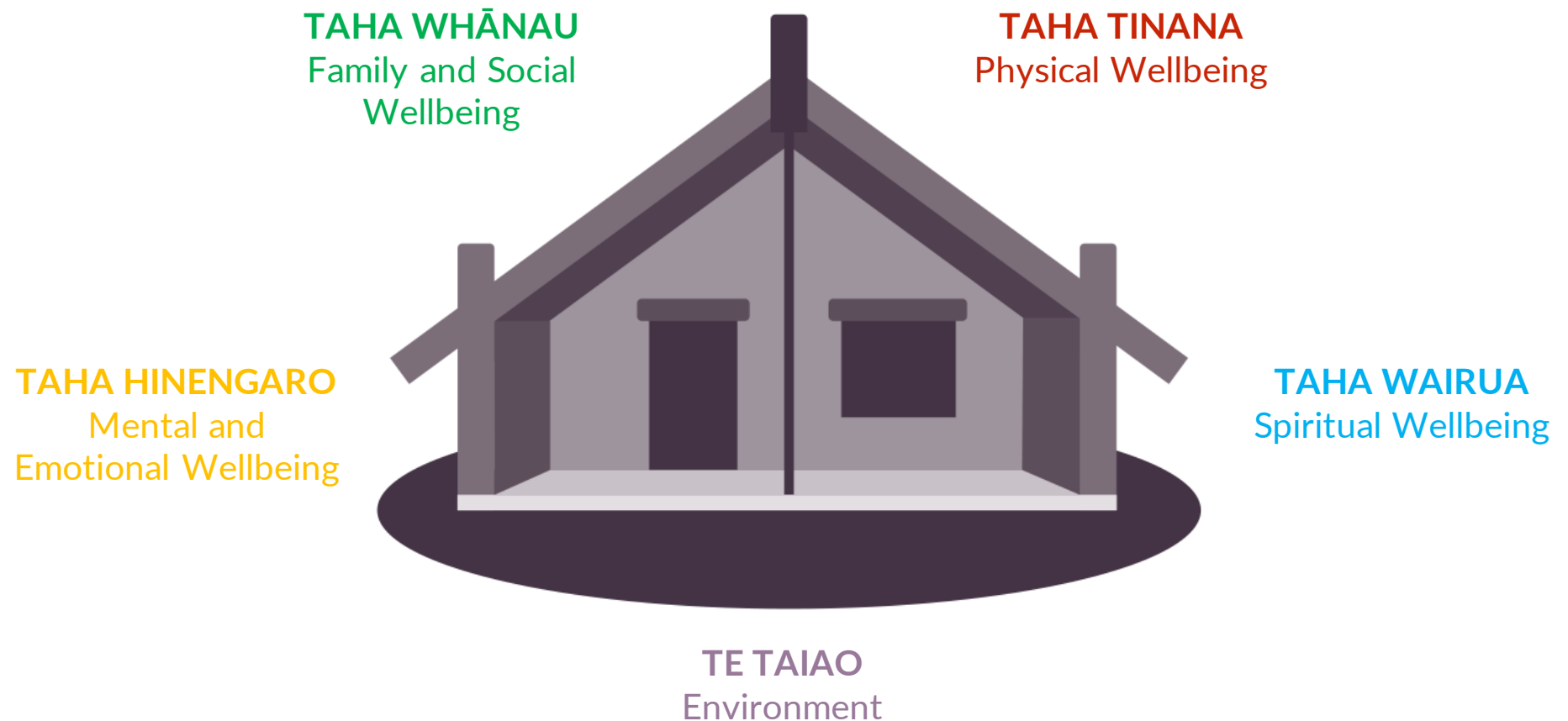


Signs of concern

Take a broad approach...

Spotting Signs

Te Whare Tapa Wha



Then what?

How do you follow up if you're concerned?

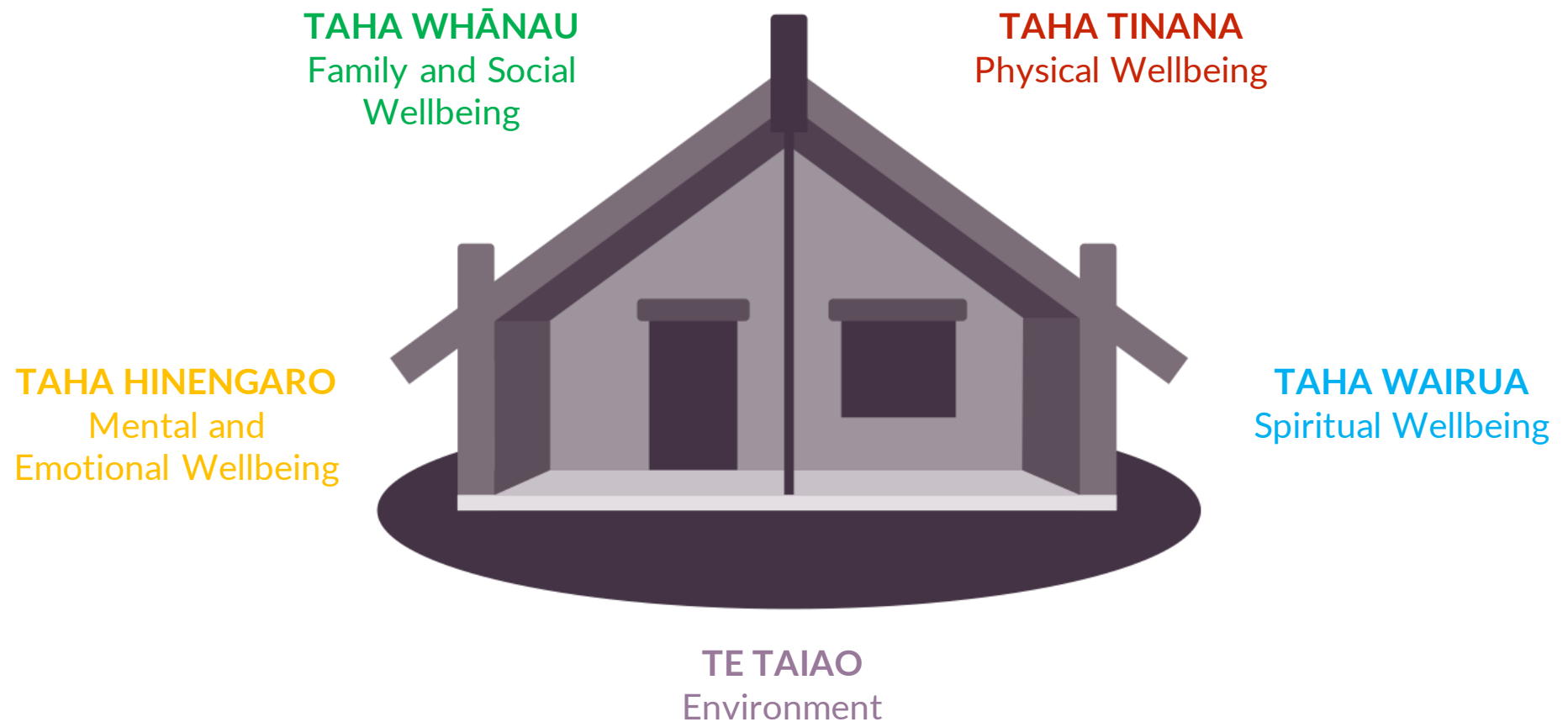


Starting a conversation about mental health

- Getting beyond 'how are you doing?'
- Observe & describe
- Traffic light system
- Make it meaningful to your team
- Include wellbeing check-ins at team meetings
- Be a good human
- Not everyone will need professional support

Forms of Support

Te Whare Tapa Wha



A vertical banner on the left side of the slide features silhouettes of several stylized human figures holding hands in a circle. The background of the banner is a gradient from light yellow at the top to dark purple at the bottom.

Forms of support in businesses/orgs

- Peer support
- Team meetings – formal and informal opportunities to connect
- Supportive leadership
- Foster a culture of care for team members
- Community supports
- EAP
- Access professional supervision
- Online resources

Reflection



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**What does good leadership
look like right now?**

Supporting Workplace Wellbeing

0 1 Be visible and accessible

0 2 Listen and engage actively

0 3 Validate the challenges and emotions

0 4 May need to set limits for staff

0 5 Affirm people's ability to cope

0 6 Notice positives, express gratitude

0 7 Keep alive professional values and ethics

0 8 Be patient

Acknowledge own struggles
0 9 Model being ok with not being perfect

Clear Communication



Communicate (even if nothing's happening)

Acknowledge

Explain

Be honest

Fairness is crucial

Ensure equity of information/opportunity



**Ask people about their concerns
and needs**

Don't assume! Ask, take action and then ask again

Surveys, forums, questionnaires,
1 on 1 conversations

- 1 Ask, get baseline/monitor change, inform future action
- 2 Set up conditions for success; empathy, flexibility, safety
- 3 Trial, take collaborative action



Making a plan

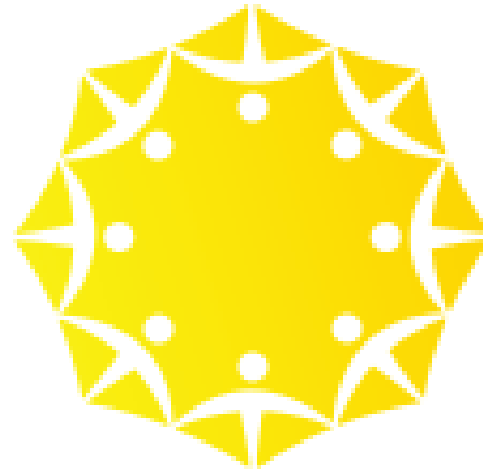
KEEP	STOP	START	WHAT WOULD HELP?
What are you already doing well?	Anything you are doing that isn't helpful?	What new strategy would make the most difference?	What support would you need to action this plan?

Want to know more?



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Questions?

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