

Psychological and social support



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3. Teamwork in emergencies

This chapter aims to develop knowledge on the characteristics of a team of medical and psychological intervention and stress that generates an emergency situation.

These objectives will be addressed through the following themes:

- The various professionals involved level of a psychological intervention team.
- The roles, attitudes, personality, skills and characteristics of the teamwork required for the emergency professionals.
- The factors influencing the stress of professionals and preventive strategies. Auto-protections techniques and support (figure 1) will be presented and analyzed.



Figure 1. Technician at an accident.

3.1. Attitudes to the intervention team

Generally, caregivers of all professions find themselves faced with the suffering of the people. To help, it is necessary to develop a certain profile. They must be able: to establish a relationship with the patient and to work



Figure 2.

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collaboratively with other professionals. Establish a helping relationship is the ability to help a person to do what she wants to do, informed, and can not do in his place. In other words The relation of help (assistant) is the capacity that can have a professional to bring every people in difficulties mobilizing his resources to live better a situation, it is a relational care.

Five **essential attitudes** for establishing a helping relationship are:

1. **Empathy:** ability instead of others, whether listening to the feelings, emotions, and understand.
2. **Unconditional acceptance:** capacity to accept, without conditions, the other as his equal. To establish a climate of trust which will allow the person to feel taken care and promote the help relationship.
3. **Authenticity:** ability to express his thoughts and beliefs without detour. The lie has no place in a helping relationship.
4. **Lack of moralistic judgment.** The situation between the technician and the victim caused a risk of moralistic judgment: “me in your place...”. “You should not have...”. Refrain. Do not give orders or advice and not to issue any form of judgment (positive or negative). The cornerstone of the relationship is the unconditional respect.
5. **A positive vision:** is basically believing in its capacity to bring relief, its potential and its resources.

Example of a blocking attitude

Imagine a patient fell from the first floor, while he repaired his terrace. The fall caused a slight injury to the head, a closed fracture of the leg and various bruises. Now imagine how you would feel if the emergency technician réprimanderait you on your lack of caution, that it would address of imprudent, even not allowing you to speak about what happened. Would you feel misunderstood.

Obviously, this approach is not a relationship of professional help.



Figure 3. A man fall to the firts floor.

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Attitudes, personality, skills, and abilities that have or must present emergency responders are presented in table 1.

The task-centered	Centered on the professional
<ul style="list-style-type: none"> - Ability to make a rapid assessment of the situation. - Ability to not be blocked when to intervene. - Easy to make quick decisions. - Ability to group work. - Flexibility. - Adaptability. - Reaction capacity. - Tolerance levels. - Experiences. 	<ul style="list-style-type: none"> - Ability to listen. - Non-verbal communication skill. - Tolerance to frustration. - Emotional balance. - Autocontrol. - Ability to stress in emergency management - Physical and psychological resistance. - Confrontation appropriate before the suffering of others. - Easy to express his feelings to events that affect us.

Table 1.

3.2. The teamwork

In the field of emergency stakeholders do not individual and independent work. The work is based on the team and coordination between its members (table 1). It is necessary to distinguish two concepts: the team and teamwork.

Characteristic of teamwork	Characteristic of the members of the Group
<ul style="list-style-type: none"> – Functions and activities of the various members integrated into the team. – Shared responsibilities. – Tasks coordinated. – Common objective. 	<ul style="list-style-type: none"> – Ability to establish satisfactory relations with the Group. – Ability to self critical and constructive criticism. – Self-determination, optimism, initiative and tenacity .

Table 2. Features for teamwork.

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3.2.1. Team

A **team** is together people with skills and specific skills, designed to meet a common goal.

3.2.2. Team - work

Team-work: Work organized according to procedures and methodology in order to achieve its objectives. The team is composed of various professionals to the tasks, responsibilities and different functions. They work in a coordinated and complementary manner in relying on procedures in a common goal: as for example the right to care for the patients. Each team defined the role, competencies and tasks of each Member in an objective of complementarity and optimization.



3.2.3. On 5 'C' of teamwork

Teamwork is based on 5 principles:

- **Complementarity:** each Member has duties specific, necessary to achieve the common goal.

Figure 4. Teamwork