CRISIS MANAGEMENT

CREATING A SAFE AND SUPPORTIVE ENVIRONMENT FOR THE HUMAN AND THE WORK

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2022 ALAO CONFERECE

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RULES OF ENGAGEMENT

The presentation will use personal and professional scenarios to help facilitate discussions that allow vulnerabilities to be recognized, strengths to be found, and steps forward to creating strong networks of support

- **Respect is the foundation to good communication**
- **All voices and opinions count**
- **Defer judgment of other ideas and, instead, build on the ideas of others**
- **Participate to your level of comfort**
- **We are equally responsible for creating a safe space for valuable collaboration**

DEFINED

- **Crisis** is an acute emotional upset arising from situational, developmental, or social sources that results in a temporary inability to cope by means of one's usual problem-solving devices
- Crisis presents **danger** and **opportunity**
- **Crisis management** is the process of working through a crisis to its ends point **crisis resolution**

Hoff, L. A. (2014). *Crisis : How to Help Yourself and Others in Distress or Danger*. Oxford University Press.

THE PAST TWO YEARS IN OUR INSTITUTION

- **Concerns about personal safety**
  - Our own health, the health of our colleagues, the health of our families
- **Balance safety concerns with need to deliver service**
  - Creating safe environment for staff and students
  - Providing print and electronic materials timely and within compliance
- **Equity opportunities throughout the institution**
  - In-person versus remote work opportunities

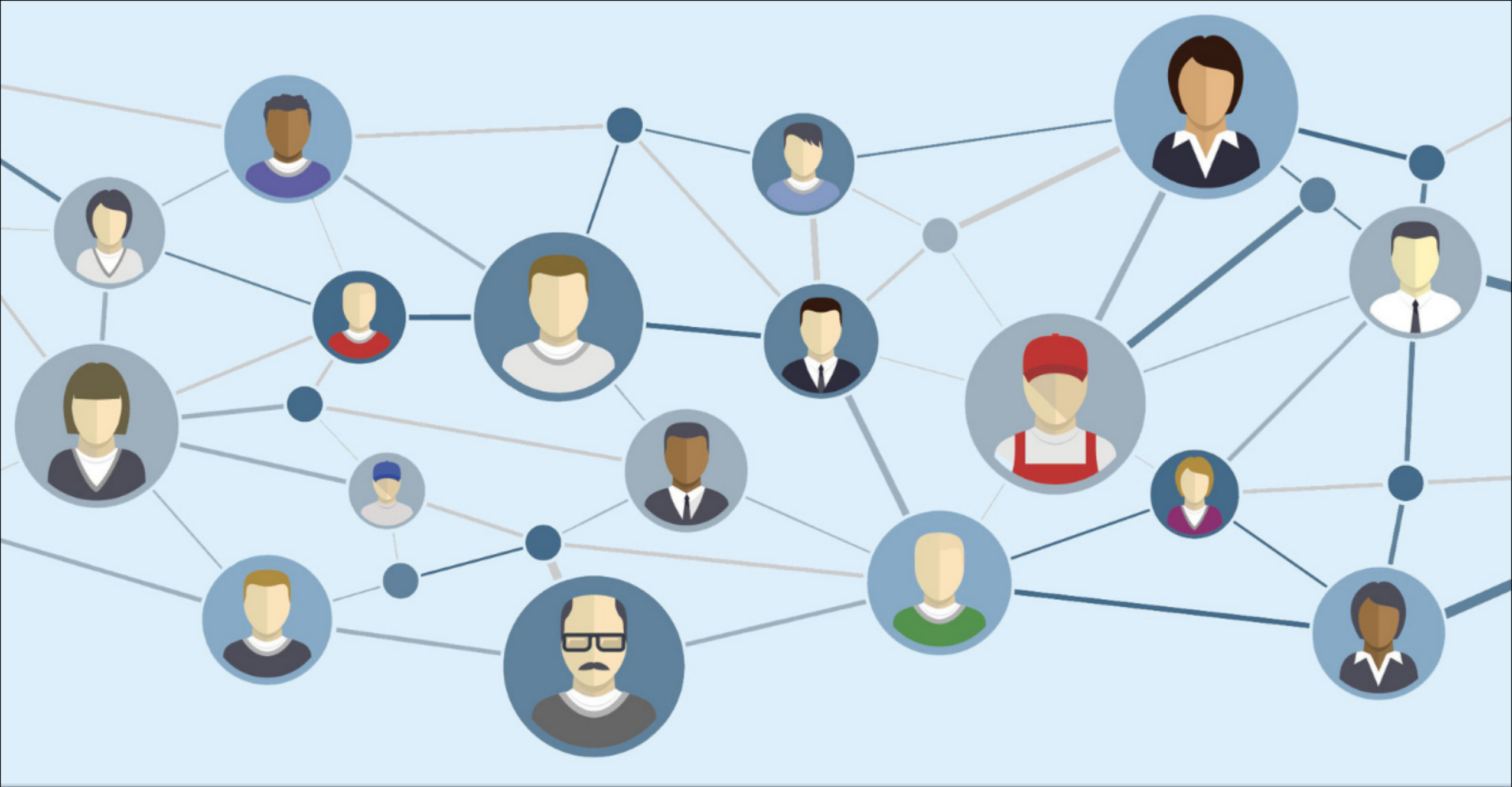
LIBRARY

Circulation Services

Technology

Reference Services

Study Space



Matthew Wisotsky
Director
Classroom Technology Support
Wayne State University

…my supervisor from my old job just reached out and asked me if I was OK because I protested last night downtown and he wanted to know if I was safe.

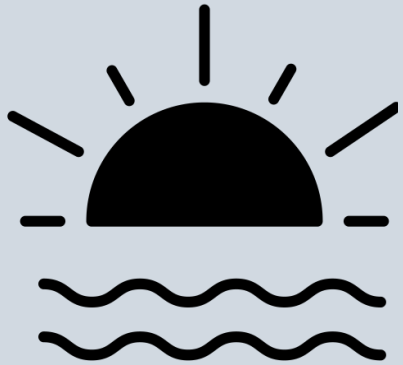
He watched me protest around campus, make signs at the library, speak racism at work even though I wasn't support to, and he knows the passion I have for my people…

- **Charlo J.**
Student Assistant and Advocate

Katrina Rouan
Librarian IV
Coordinator for
Graduate Student Assistants
Wayne State University

"Sometimes I wonder how I even survived it, but I know it was only possible because of your openness to work with me."

PEOPLE-FOCUSED LEADERSHIP



- Be present
- Know people's names
- Recognize individual efforts
- Be inclusive in decision-making

Tibbo, B. (2016). *Leadership in the Eye of the Storm: Putting Your People First in a Crisis*. University of Toronto Press.

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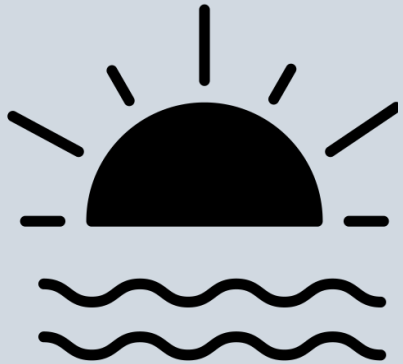

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- Keep change to a minimum
- Recognize effects spread to peripheral groups
- Take care of yourself

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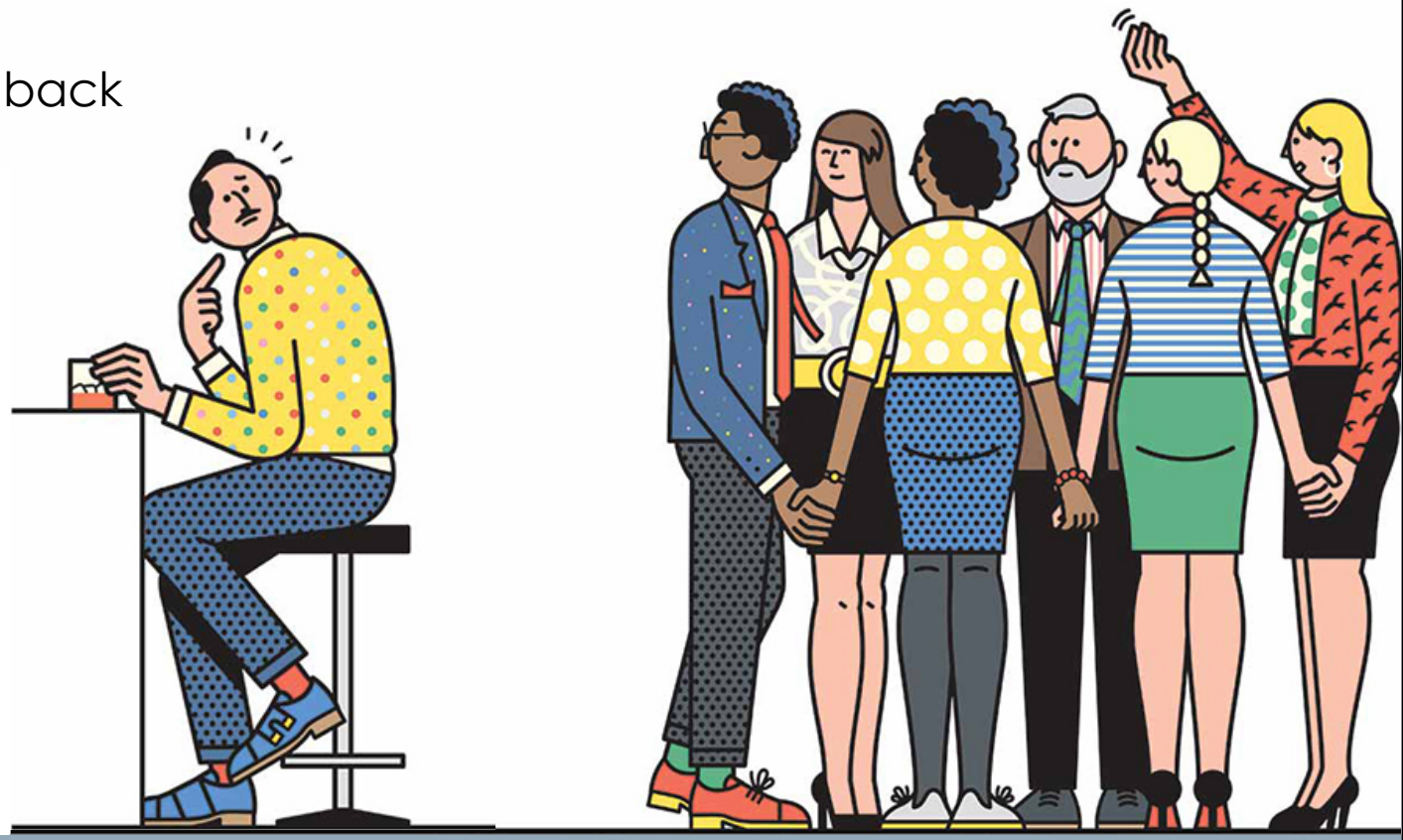
VULNERABILITY

- Surviving ***Imposter Syndrome***
- Can be both the *fear* that holds us back and the *birth* of our growth
- What makes us vulnerable helps us standout as an individual



GROUP SHARE

Visit **https://padlet.com/matthewwisotsky/alaogs**

- How can you approach your work to be more people-focused?
- Where are there opportunities at your institution?

DECISION COUNSELING

- What is the problem to be solved?
- How can it be solved?
- When should it be solved?
- Where should it be solved?
- Who should be involved in solving?

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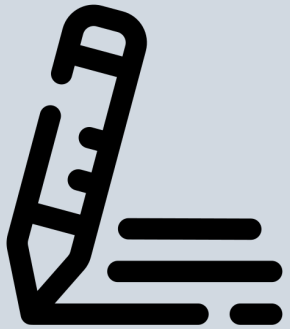
GROUP ACTIVITY | WISE CROWDS

Scenario

Jane's mother unexpectedly passed away and was the primary childcare provider for Jane's child. Jane is an Access Services manager that is responsible for opening the Library and providing oversight for morning operations. Let's see if our *wise crowd* can help Jane, her supervisor Bill, and her colleague Sam support Jane's crisis while maintaining the operation.

POWER OF NETWORK

SHARE A NOTE OF SUPPORT FOR YOUR COLLEAGUES



Write

Share

Read

THANK YOU AND FEEDBACK

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