

## PSP for delegates – Experiences from the Haiti ERU deployment



### „Before, during and after Haiti“

#### Before:

- Delegates receive basic information on stress awareness and management during ERU trainings, IMPACT courses
- Stress awareness and management were not consistently taken into account during briefing and debriefing for ERU delegates
- no PSP module attached to classic ERU modules
- GRC is providing PSP services at domestic level but has not been engaged in PSP related services in its international programmes

## During and after.....

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**During** the Haiti deployment GRC for the first time tried to institutionalize a PSP **offer** for delegates and members of the Management team at HQ!

**After** the Haiti ERU deployment the offer was well appreciated and the need for future action with regard to PSP for staff and delegates identified.



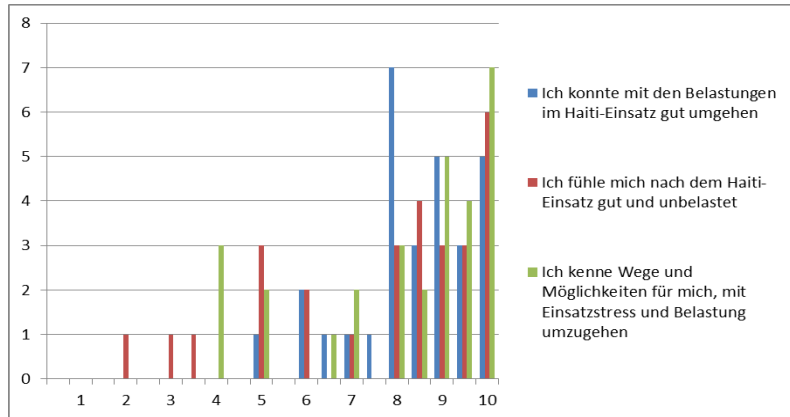
## What?

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- sensitization of leadership on PSP services for HQ staff involved in operation
- Psychoeducation (coping with stress, stress management, support provided by GRC) performed by trained staff in individual and group briefings
- Information – Flyer for all delegates
- National trained and experienced GRC PSP personnel, not related to HQ, volunteered for back up support in case of need (telephone calls)
- group debriefing sessions with special focus on PSP (90 minutes)
  - Information
  - Psychoeducation
  - Structured Self-reflexion

## Group debriefing 30.7.2010

N= 29



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HaasC, October 2010



## Lessons learned

- what was believed to be a potential stress factor differed considerable between the perception from HQ staff and PSP experts to realities in the field
- ERU teamleaders as well as management personnel responsible for ERU deployment at HQ level should have a formal basic qualification in stress management
- regular briefings and debriefings are necessary for all members of the operational headquarters
- greater transparency and more information for delegates before and after their deployment
- questionnaire for delegates and HQ staff six months after deployment????

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