

Principles, procedures and procedures for managing a group in extreme and critical situations

# **GROUP MANAGEMENT IN EMERGENCY SITUATIONS**

# EMERGENCY SITUATIONS

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Situations in which the implementation of the program significantly deviates from the initially established plan and there are greater or smaller risks for the implementation of the envisaged program or for the security of the clients.

# EMERGENCY SITUATIONS

## Critical situation

Complex situations in which **each solution is difficult and of great importance** for the situation itself.

## Extreme situation

Situations with a **high degree of risk** whose consequences can be of serious or fatal outcome.

# CRITICAL AND EXTREME SITUATION

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## MAIN DIFFERENCES

1. **Degree** of danger.
2. Possible **consequences**.
3. The possibility of **controlling** the situation.
4. The **way we deal** with the situation.

# PHASES IN CRITICAL SITUATION

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1. Phase of action of the stressor (danger).

**ALARM REACTION** - Adrenaline phase.

(fear)

2. Resistance to confrontation.

Reaction to "**Fighting or Escape**".

Taking measures to resolve the situation.

3. Phase of exhaustion.

Emotional processing of events.

# ALARM REACTION

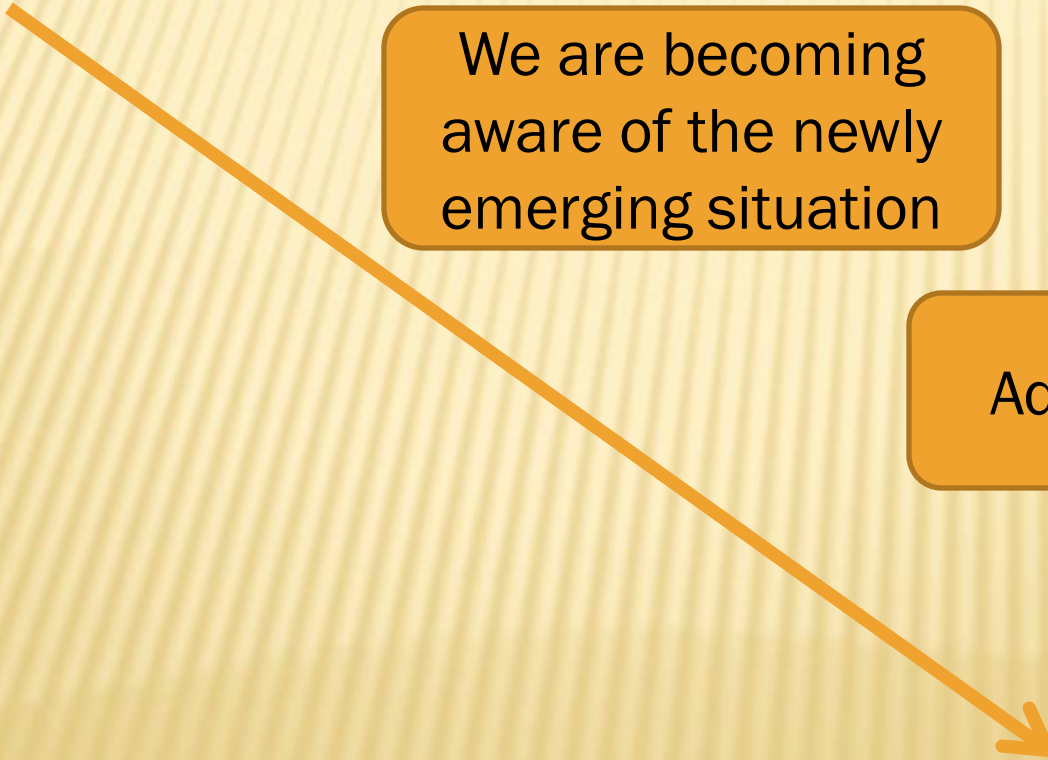
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Action of the  
stressor

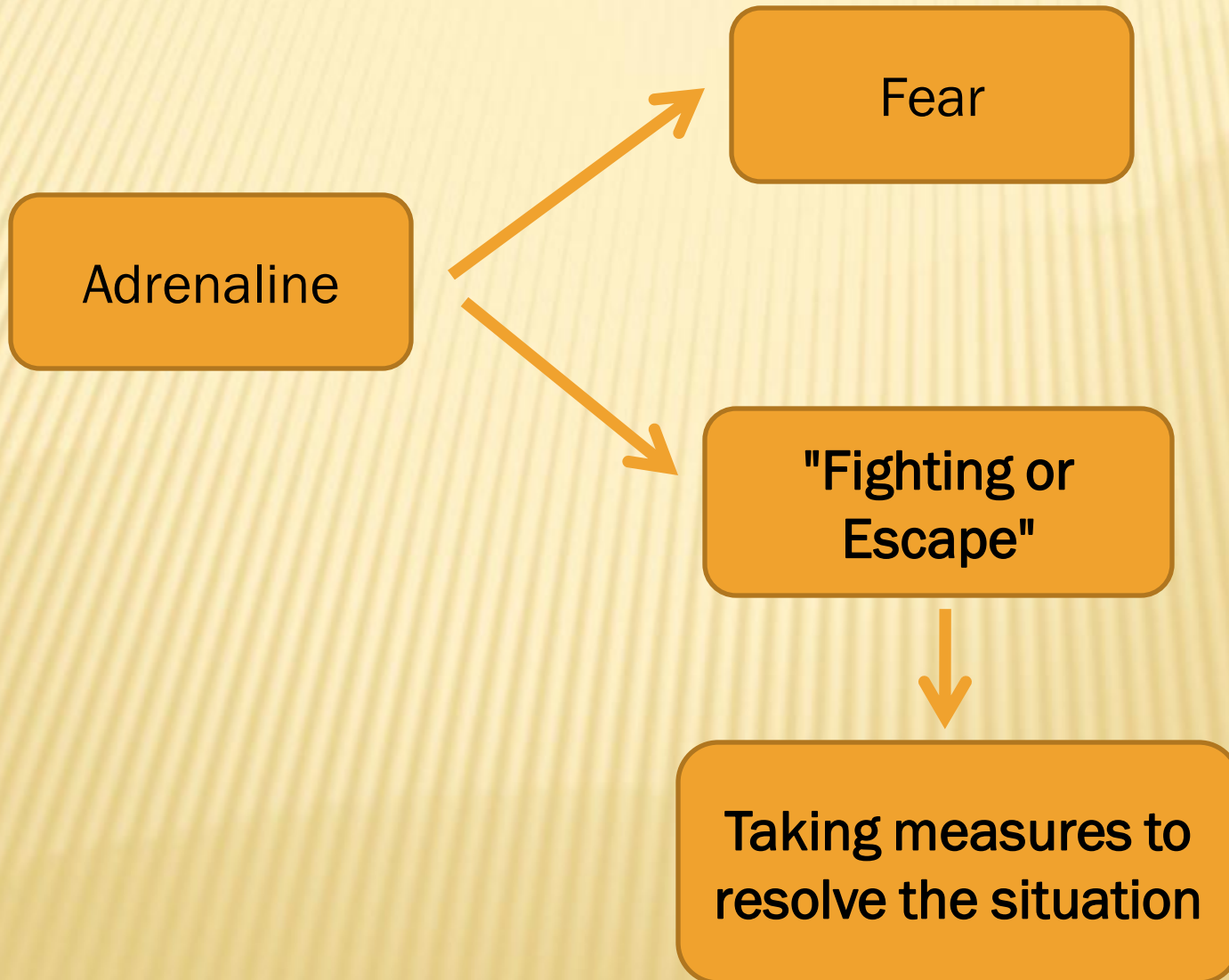
We are becoming  
aware of the newly  
emerging situation

Adrenaline

Fear



# RESISTANCE OF THE CONFRONTATION



# PHASE OF EXHAUSTION

- Hormones;
- Muscle contractions;
- Intensified work of internal organs;
- Increased activity of the nervous system.

Spending energy reserves

Exhaustion

Emotional processing of events



# MANAGING CRITICAL AND EXTREME SITUATIONS

Self management

Managing with **clients** and  
the informal leader

Group management

# SELF MANAGEMENT

Fear



Productivity zone

Anxiety

Concern

Fear

Panic

Horror.

Zone of paralysis

The most important thing is to control the need to escape.

# SELF MANAGEMENT

Stress



Disruption of control over situation and disrupted adaptation

Algorithm



1. Keeping control of the situation well
2. Saved adaptation

# STRESSORS

## INTERNAL

Physiological

Psychological

## EXTERNAL

Stressors from the newly emerging situation which is a threat to the tour and the safety of the participants

# INTERNAL STRESSORS

Physiological



Hungry  
Thirst  
Warm  
Cold...



Stereotypical and unconditional reactions

# INTERNAL STRESSORS

Psychological



Versatile and  
unpredictable  
reactions



Can be conditioned by  
upbringing, education and training.

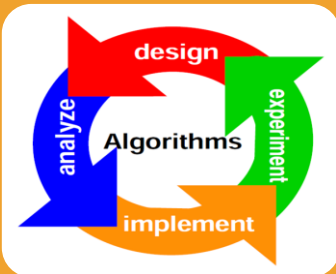
# FACTORS THAT INCREASE STRESS



Unexpectedness of situation



Inability to control the situation



Lack of response algorithms

# LARGEST ENEMIES FOR MANAGING WITH EXTRAORDINARY SITUATIONS

Frustration

- Disability to achieve the goal

Conflict

- Conflict between members in the group

↓  
Crisis

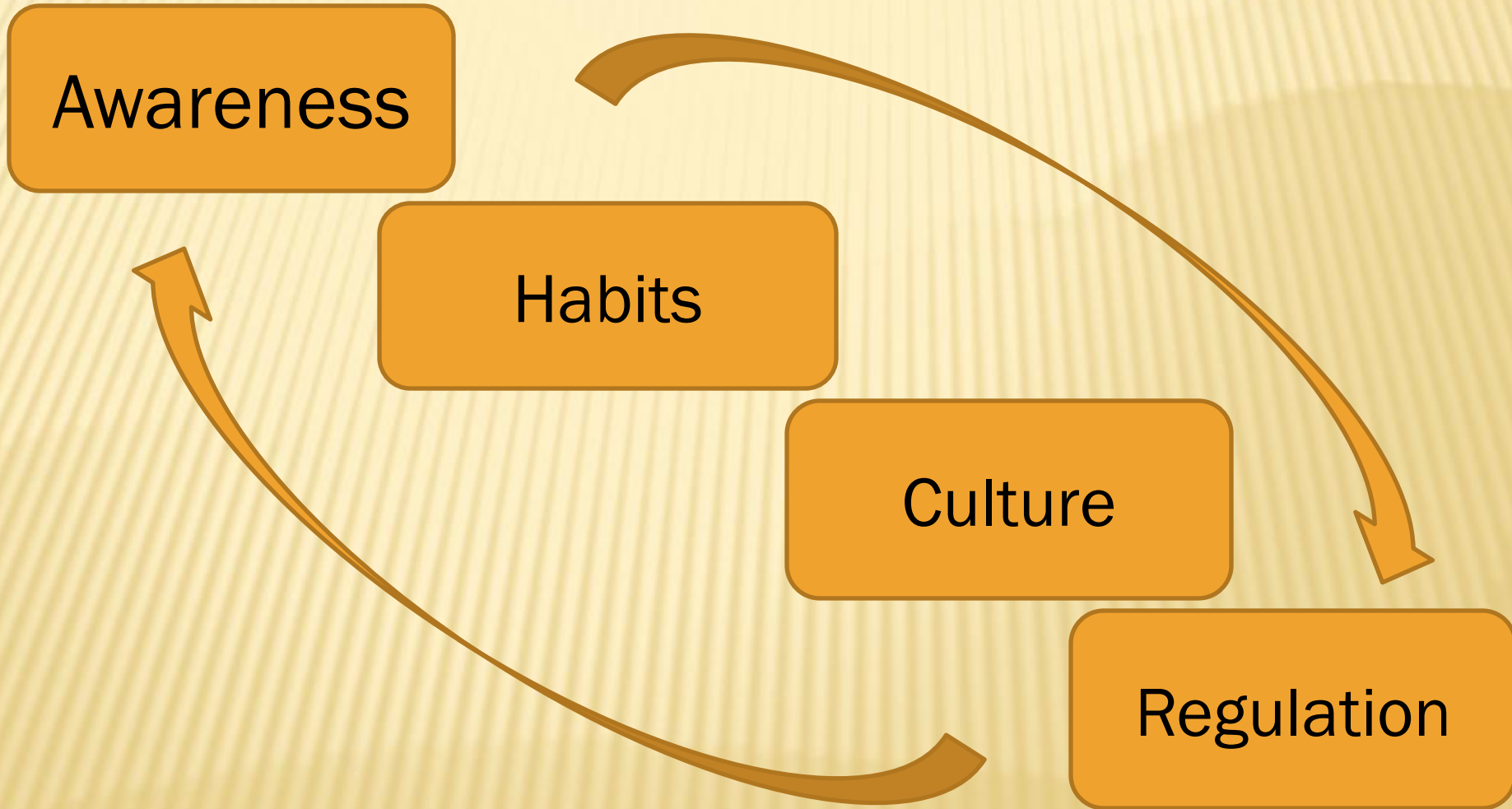
- Inability to solve the problems



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# PREVENTION

# THE RISK MUST BE PLACED IN SOME CONTEXT



# CREATING AN ALGORITHM OF PROCEDURES

Creating SOP

Implementation and training

Analyses

Upgrade