

Providing Crisis Intervention in the Workplace

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Crisis is a stage in a sequence of events that change the pattern of our life forever. It is a time of instability and upheaval in a person's life. Crisis can be individualized for one person or can affect the global population. People react to crisis in varied ways and some people struggle with lasting impacts from the incident. The workplace is a unique location for crisis and one that has received much attention since the terror attacks of September 11th, 2001.

The University of Cincinnati is an urban college located in the city of Cincinnati. It has been referred to as a city within a city. With over 35,000 students and 14,500 employees, the chances of crisis are frequent and can potentially be catastrophic. Crime in the area surrounding the university is troubling for the city and increases stress and uncertainty for the students and employees.

As Employee Assistance Professionals we strive to create a sense of wellness on campus for all our employees and provide support and education through employee counseling, , mediation, management training and ongoing collaboration with each department. As a university we have some unique crisis and have developed a plan to prevent, educate and support all employees.

Participants will recognize some of the crisis related to the workplace, from individual issues to departmental disasters. We will focus on techniques used in crisis situations and how it works within a university setting. We will highlight some of the interventions in use and the collaborative efforts that make it less stressful to respond to a crisis and ultimately improve wellness for all involved.

To return to the Table of Contents for Convening XXXI, press the back button on your browser.