



Organizational Resiliency in Managing Challenges Within Survivor-serving Organizations

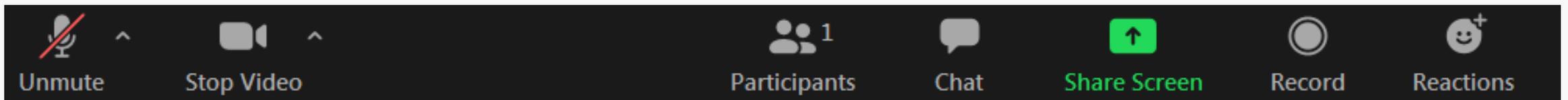
September 30, 2020



About this Zoom Webinar Platform

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- You may listen to audio through the phone or through the computer.
- Please be sure to mute your computer if you are using your phone, and vice versa.
- You may use the chat box for questions and comments. To access the chat box, please click the "chat" icon on the bottom menu of your screen.
- When using the chat box, please be sure to select “All Attendees and Panelists” from the dropdown menu in the bottom left corner of the chat box.
- **Slides and a link to the webinar recording will be emailed to all participants.**



Credit & Disclaimer

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This webinar is part of a project entitled SOS Institute (Supporting Organizational Sustainability), supported by the U.S. Department of Justice, Office on Violence Against Women.

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Introduction of Presenters

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- ❖ Tien Ung, Program Director, Impact & Learning
- ❖ Jennifer White, Program Director for Curriculum Development & Program Design



Orange County
Rape Crisis Center
Support. Education. Advocacy.

- ❖ Rachel Valentine, Executive Director



The National Center on Violence Against
Women in the Black Community

- ❖ Gretta Gardner, Deputy Director



- ❖ Cherrise Picard, Executive Director



Learning Objectives

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As a result of this webinar, you will be better able to:

- Recognize the science of resilience to help mitigate or buffer the effects of stress and trauma.
- Discuss resiliency strategies to lead during uncertainty, change, and the current health crisis.
- Identify leadership and organizational capacities that foster resiliency within a DV/SA organization.
- Utilize tools and resources to manage change, challenges and build resiliency.



Peer Exchange Roundtable Agenda Overview

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- What is Resiliency?
- Leadership Resiliency Strategies
- Structures that Help Build Organizational Resilience
- Key Resiliency Learnings During the Pandemic
- Resources review



Poll 1: What song title do you identify with right now?

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- I'm Still Standing-Elton John
- I will Survive-Gloria Gaynor
- Let it Be-The Beatles
- Don't Stop Believin'-Journey
- Roar-Katy Perry
- Brave- Sara Bareilles



Chat Exchange 1: What does resilience mean for you?

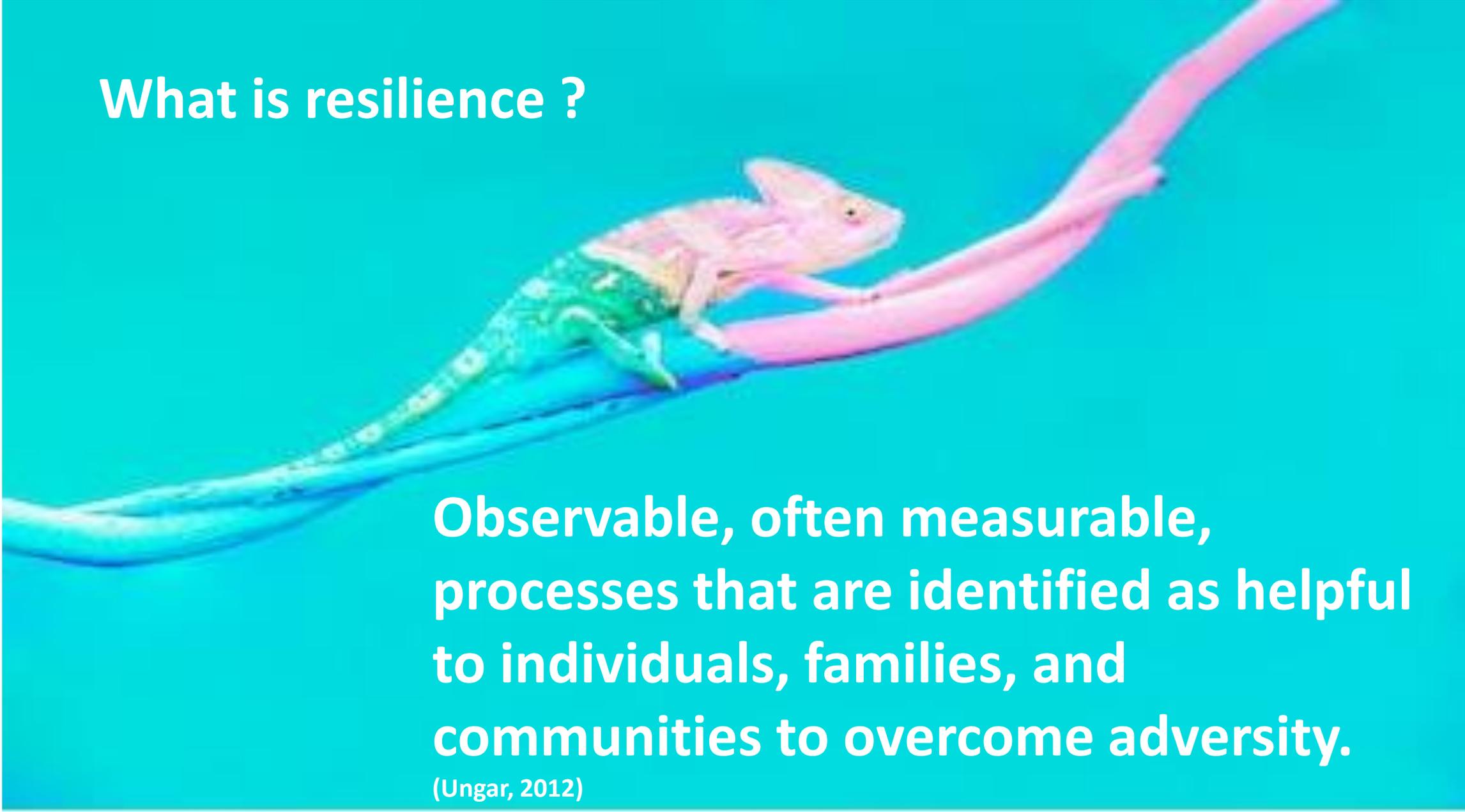
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We talk about personal resilience a lot in our work with survivors.

➤ **Please share one word that resiliency brings to mind for you?**



What is resilience ?

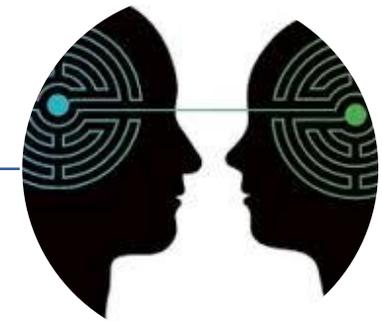


**Observable, often measurable,
processes that are identified as helpful
to individuals, families, and
communities to overcome adversity.**

(Ungar, 2012)



Biological



Psychological



Social

**Mindfulness, empathy,
patience, self compassion**

**Belief in your community,
positive identity,
confidence in decision
making**

**Sleep, Nutrition,
Exercise,
Balanced chi,
Harmony**



**Tuning in, setting
goals, making plans,
ranking what's
important,
weighing outcomes**

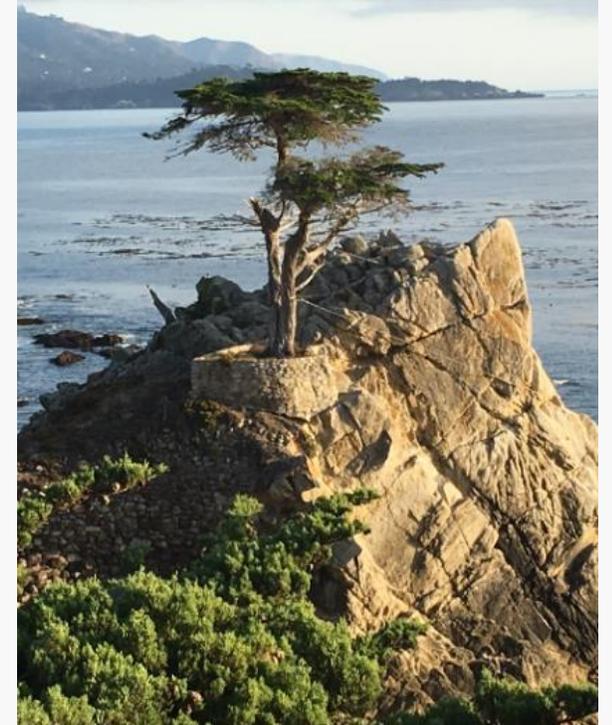
**Support &
maintain all
connections:
family, friends,
spiritual, identity**

Meaning making, gratitude, hope, growth mindset

Organizational Resilience

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Ability to respond effectively to change and challenges and adapt successfully to new and unforeseen circumstances while staying true to mission.



[Resiliency Guide](http://sdbjrfoundation.org/effectiveness/resiliency/)

<http://sdbjrfoundation.org/effectiveness/resiliency/>



Chat and Peer exchange: Resiliency, Personally and as a Leader

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1. What are some ways that you have cultivated resilience in yourself throughout your own life challenges?
2. How do you think these strategies apply to the leadership within our organizations?



Leadership Lessons: Ujima Inc.

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Levity

- vs crisis responses and catastrophizing

Model Self-Care & Compassion

- Sleep
- Outside interests beyond IPV

Create Space for the Personal and the Professional

- Acknowledge the intersections and disruptions, but balance boundaries.



Leadership Lessons: Orange County Rape Crisis Center

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Trauma-informed leadership

- ✓ Promote communication and transparency
- ✓ Distribution of leadership roles and responsibilities
 - Not have everything lie on the executive director
 - Cabinet of directors
 - Shared decision making



Orange County
Rape Crisis Center
Support. Education. Advocacy.

Supportive allies for consultation and feedback

- Other executive directors (from sexual assault and other sectors)
- Funders



Exchange 2: Organizational Resiliency Strategies



Lessons from the Field: Chez Hope Strategies

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- ✓ Never make impulse, rushed decisions, have a sounding board.
- ✓ Communicate with staff, include them in decision making, they know what they need and what is going on.
- ✓ Communicate with funders and supporters, they want to support you.
- ✓ Rely on a support network of seasoned leaders.
- ✓ Build and maintain good collaborations: court, legislators, community leaders, law enforcement agencies.
- ✓ Document and keep track of everything.



Lessons from the Field: Orange County Rape Crisis Center Strategies

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- ✓ Culture of care and accountability
 - Support staff professional quality of life and wellness (trauma exposure)
- ✓ Own mistakes and commitment to improvement
- ✓ Assume everything is going to be audited
- ✓ Developed equity and inclusion benchmarks for organization and staff
 - Address and heal from internal issues of racism and transphobia
 - Formed Racial Equity Task Force – staff/board
 - Action plan to ensure accessibility to ALL survivors



Lessons from the Field: Ujima Inc. Strategies

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- ❖ Embrace productive tension.
- ❖ Empathy and accountability are needed for growth.
- ❖ Sometimes attrition is needed.
- ❖ Accessibility and approachability creates a culture of safety.
- ❖ Move through failures.



Chat and Peer Exchange: Key Resiliency Learnings During the Pandemic

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Please share in the chat

What have you learned or has been helpful during the pandemic that has strengthened your organization's resiliency?



COVID-19 Resiliency: Orange County Rape Crisis Center

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A. Developed collaboration work teams

- Translation team: to meet translation/interpretation needs
- Community resource team: updating resources on COVID-19
- Planning team: HR, health advice, adaptations of policies/procedures

B. Mutual support, self-care and community care

C. Commitment to organizational mission & services to community

D. Collaboration with community partners

E. Prepare for the long-haul, planning for sustainability



COVID-19 Resiliency: Ujima Inc

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Organizational Safety Plan Considerations

1. Childcare and care for others.
2. Reconcile disparity in resources, time, and space.
3. Short term and long term contingency plans.
4. Communication vs Over-communication / information overload.
5. Employer liability regarding organizational sustainability and resiliency.



COVID-19 Resiliency: Chez Hope

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- ✓ Organizational crisis response plan
- ✓ COVID-19 protocols for each program
- ✓ Back-up plan for staff members
- ✓ Shared plan of action with all grantors
- ✓ Regular review and practice of emergency plan
- ✓ Outreach for financial support for adaptations and extra expenses
(personnel protective gear and plexiglass)



Leadership Strategies that Support Resiliency During Hard Times

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Compassion & Care

Prioritize safety and needs of staff

Flexibility & Structure

Provide accommodations

Staff Collaboration

Ask for ideas and consider solutions

Trust & Transparency

Intentional communication and dialogue

Confidence in Abilities

Recognize talents and useful skills during crisis

Solidarity

Build a network of peer support outside the organization



Q&A

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- ❖ Reflecting on what you heard, do you have questions or comments?

**For next steps: Use the toolkit and resources attached.
Contact Futures Without Violence.**

Webinar PowerPoint, handouts, and recording will be posted here:
<https://www.futureswithoutviolence.org/organizational-resiliency>



Closing

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Please take a moment to take a short evaluation regarding today's webinar, and submit any questions:

<https://www.surveymonkey.com/r/orgresiliencyeval>

Learn more about the [SOS Institute](#), access resources and past webinars:

<https://www.futureswithoutviolence.org/organizational-leadership-training/supporting-organizational-sustainability-training>

For questions or additional information, please contact Mónica Arenas: marenas@futureswithoutviolence.org

