Welcome to the Connective Cities session 3
on “Public Health & Crisis Management”

Technical set-up

1. Please check your audio and video connection
2. Contact technical support if in need
3. For translation, use https://app.interactio.io (code CC2020)

CONNECTIVE CITIES

Virtual Global Exchange

Municipal Response to **COVID-19**

NOV 23rd - DEC 3rd

Commissioned by

giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Federal Ministry for Economic Cooperation and Development

Welcome to the “how-to” Workshop

Decision Making and Communication in crises situations

Commissioned by

Federal Ministry for Economic Cooperation and Development

The Team

Sandra Mandl
certified systemic therapist (DGSF) and
systemic consultant (GST)

Felix Richter
organizational consultant public sector
somatic experience practitioner

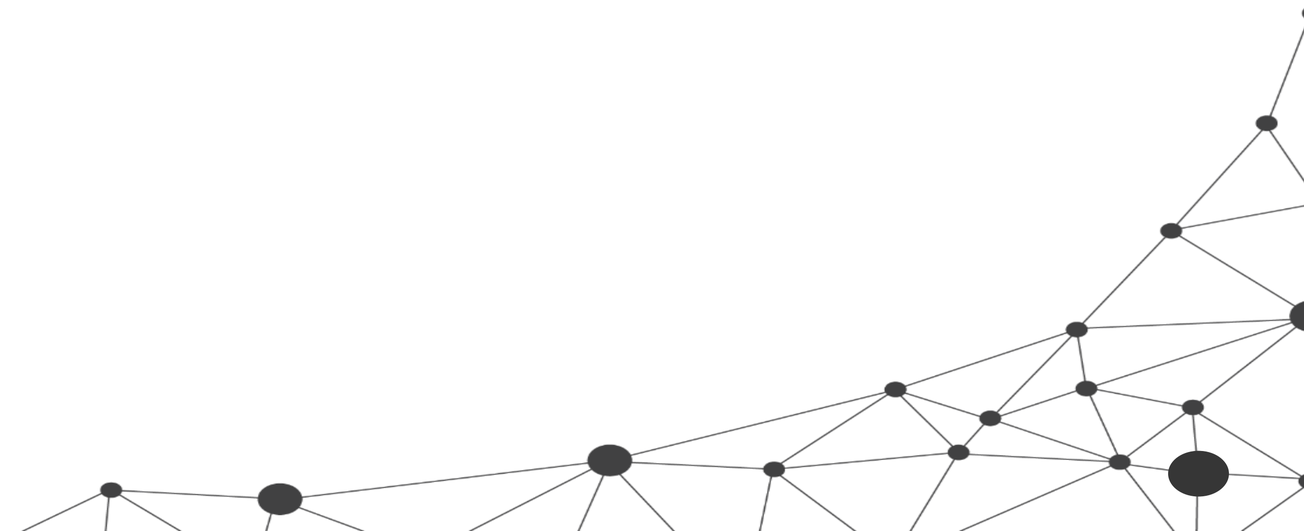
What you will learn in this workshop

a) Understanding how FFFM-states affect us

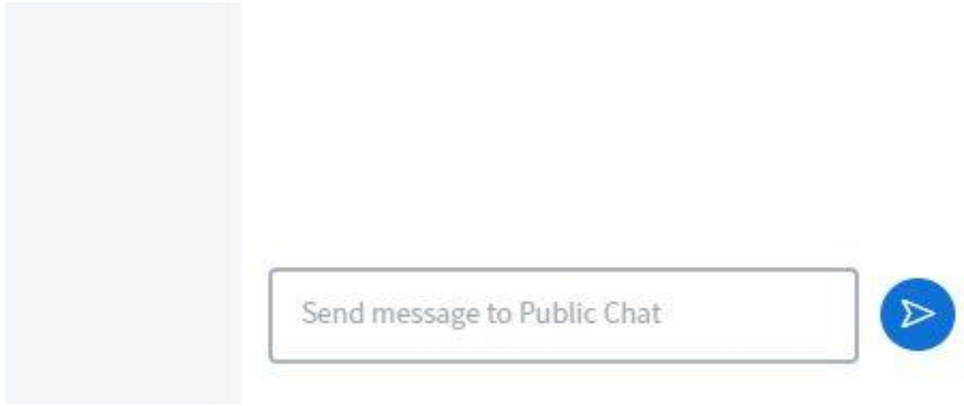
b) Limitations of rational thinking in situations with acute stress

c) Applying the strategies to describe individual and collective coping behavior

d) Recommendations for effective communication and decision-making

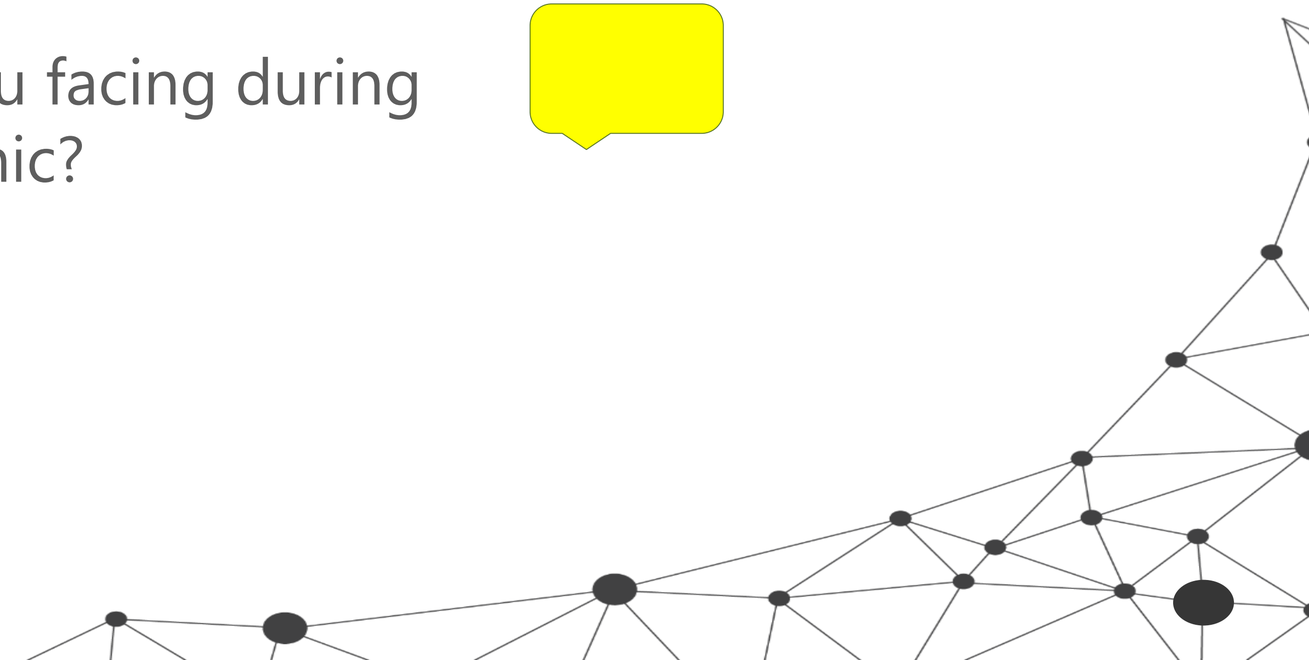


Getting to know each other (using public chat)



1. Where are you from? city, country

2. What challenges are you facing during the pandemic?



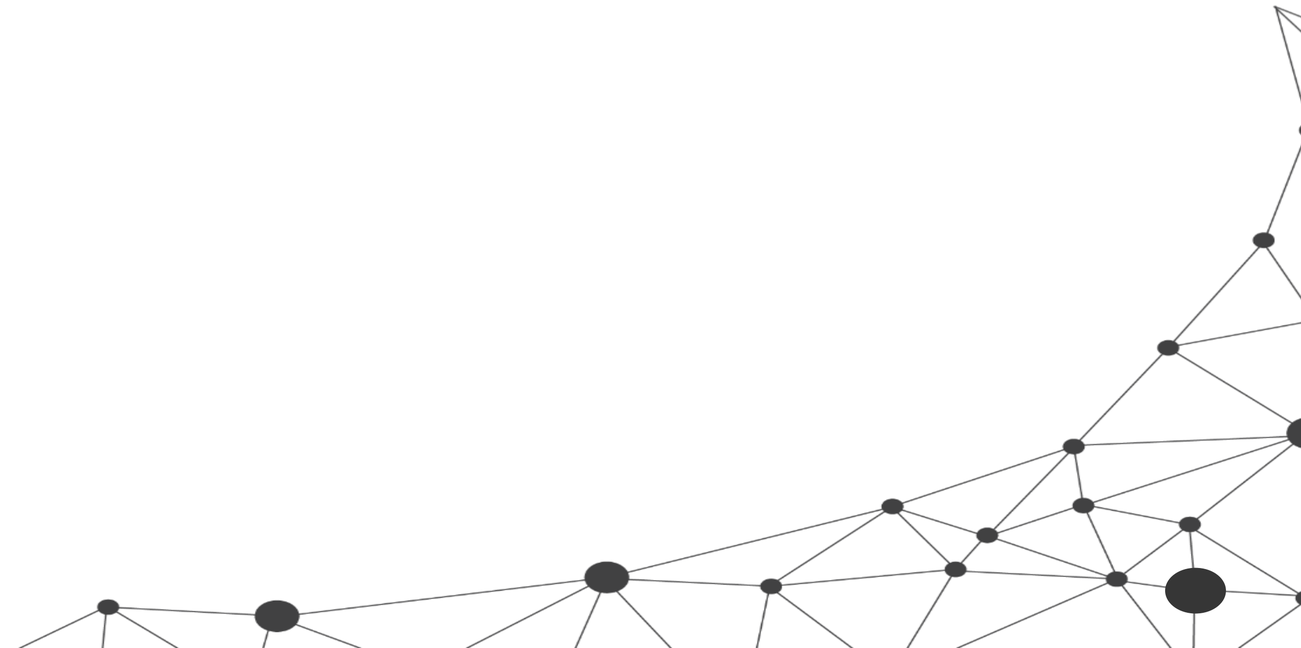
How to facilitate our communication

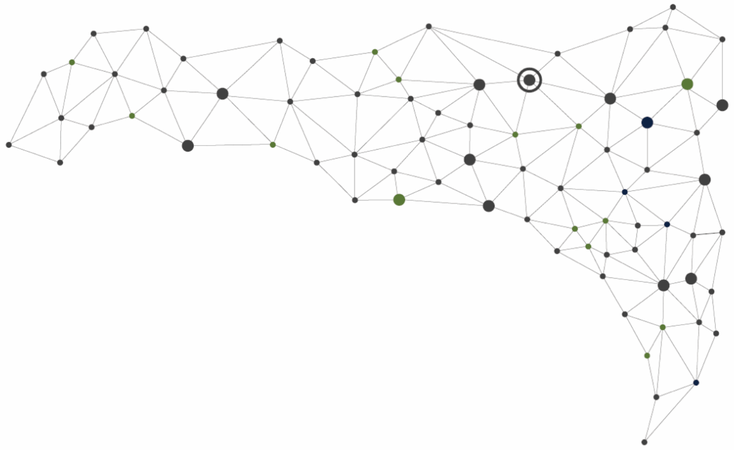
1. **Turn off your webcam**

2. **Mute yourself**

3. **Feel free to ask anytime** via the **chat function**

4. For **translation**, please use https://app.interactio.io and the code CC2020 – also provided via chat.





Workshop part I
Foundation: Human reactions

Commissioned by

CONNECTIVE CITIES

giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Federal Ministry for Economic Cooperation and Development

Fight / flight response

Aggressive behavior, massive fear

Commissioned by
Federal Ministry for Economic Cooperation and Development

Freeze / collapse response

Lack of response
Silent colleagues and groups, crying

Commissioned by
Federal Ministry for Economic Cooperation and Development

Merging

Coping strategy in stress situations

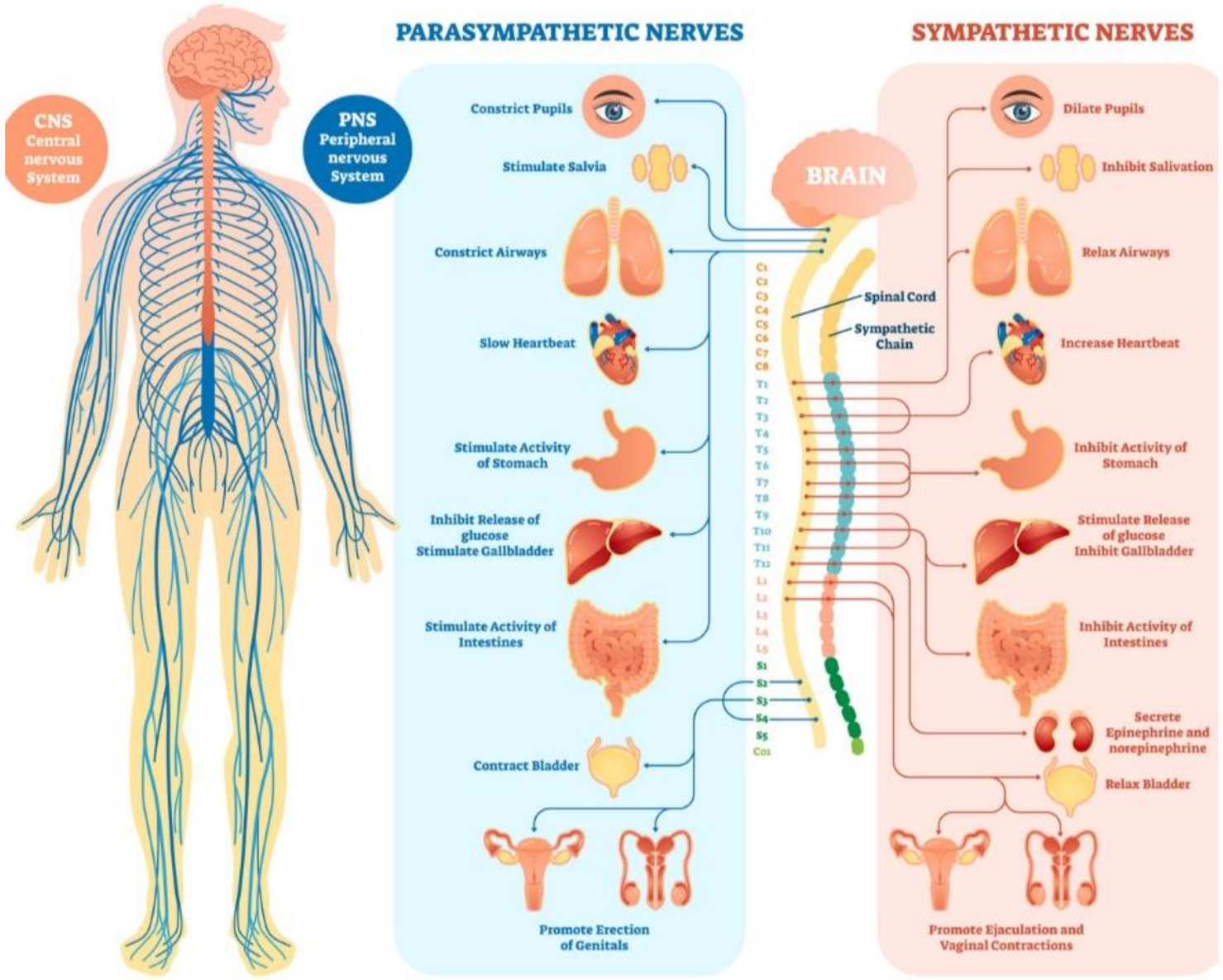
Commissioned by
Federal Ministry for Economic Cooperation and Development

Social engagement

Human connection and rational decision making is possible

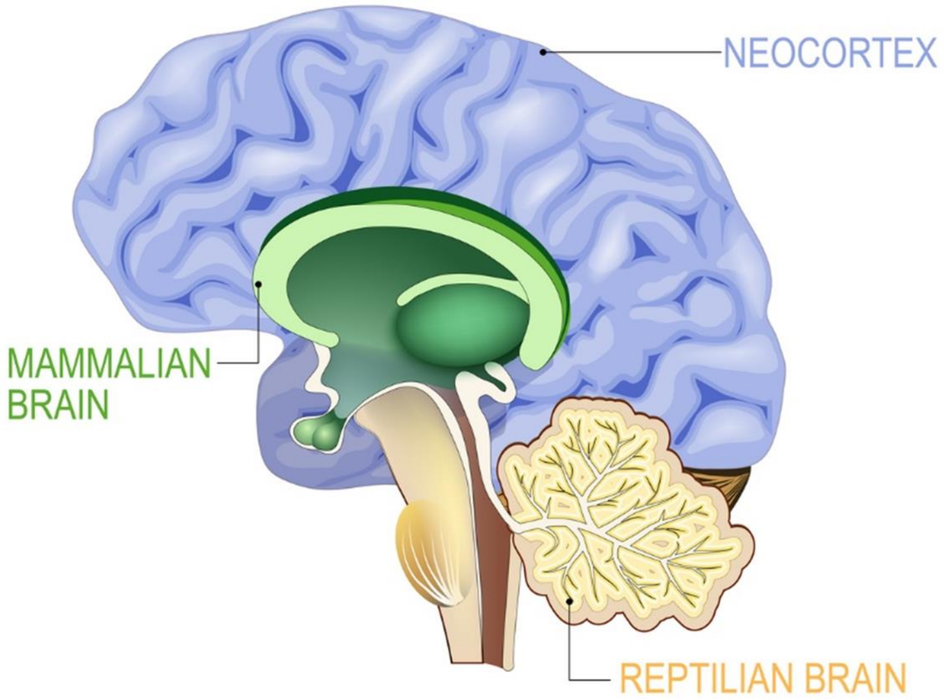
Commissioned by
Federal Ministry for Economic Cooperation and Development

The somatic sensations



Commissioned by
Federal Ministry for Economic Cooperation and Development

Stress reactions and the brain (simplified)

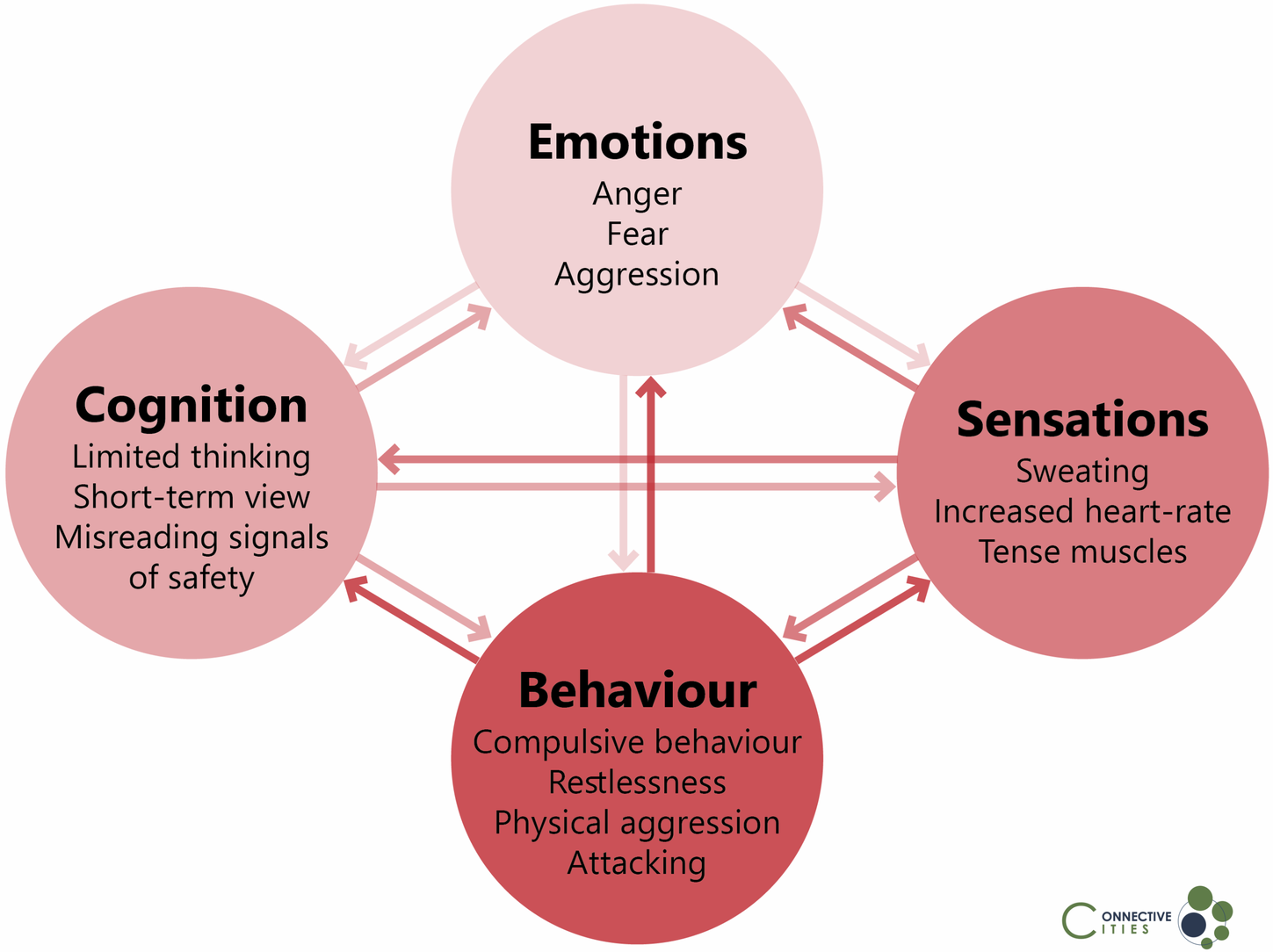


Reaction examples

- Freeze / collaps: → „reptilian“ brain
- Fight / flight: → „mammalian“ brain
- Social engagement: → neocortex

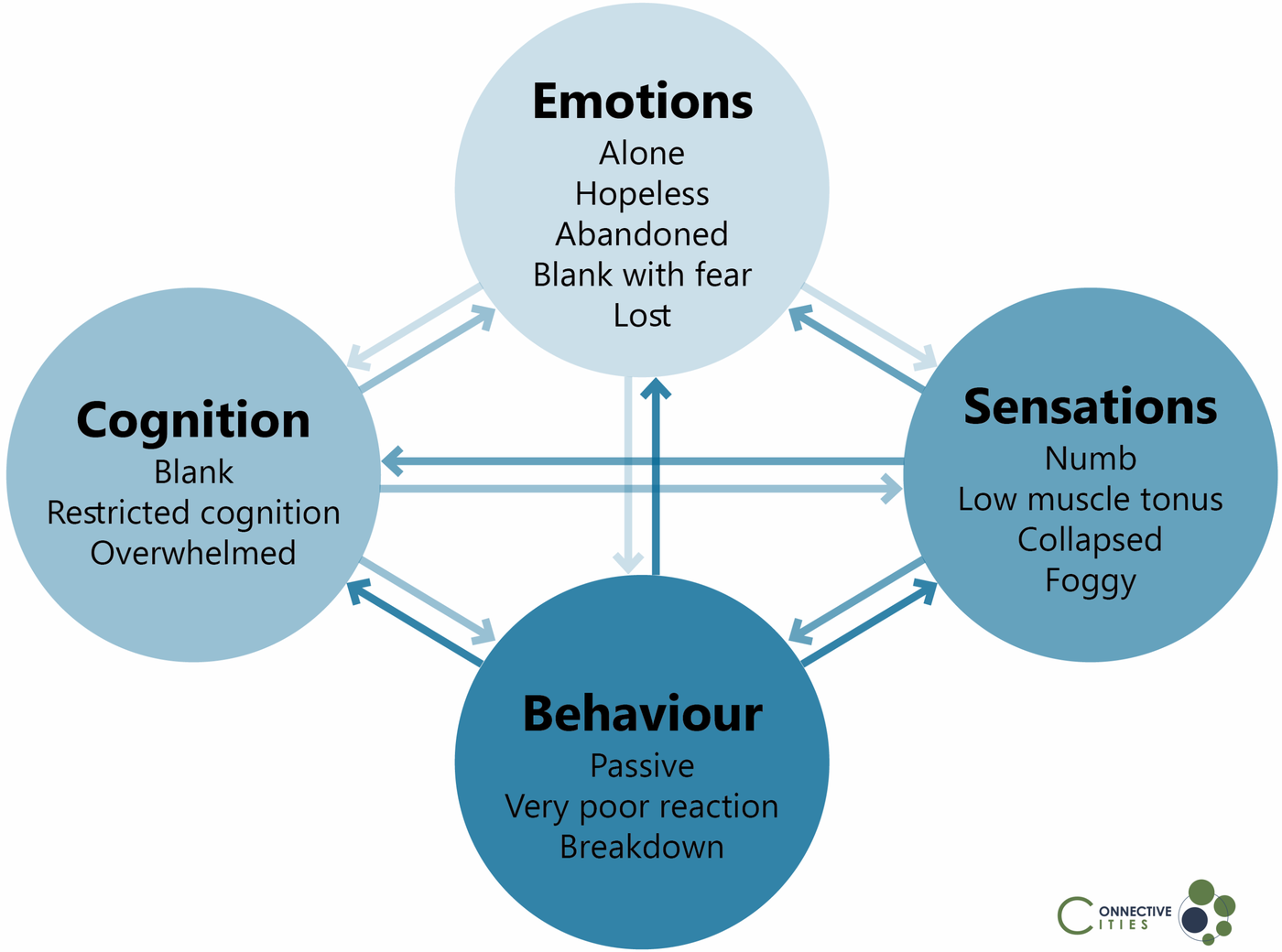
Commissioned by
Federal Ministry for Economic Cooperation and Development

Reactions in fight / flight mode



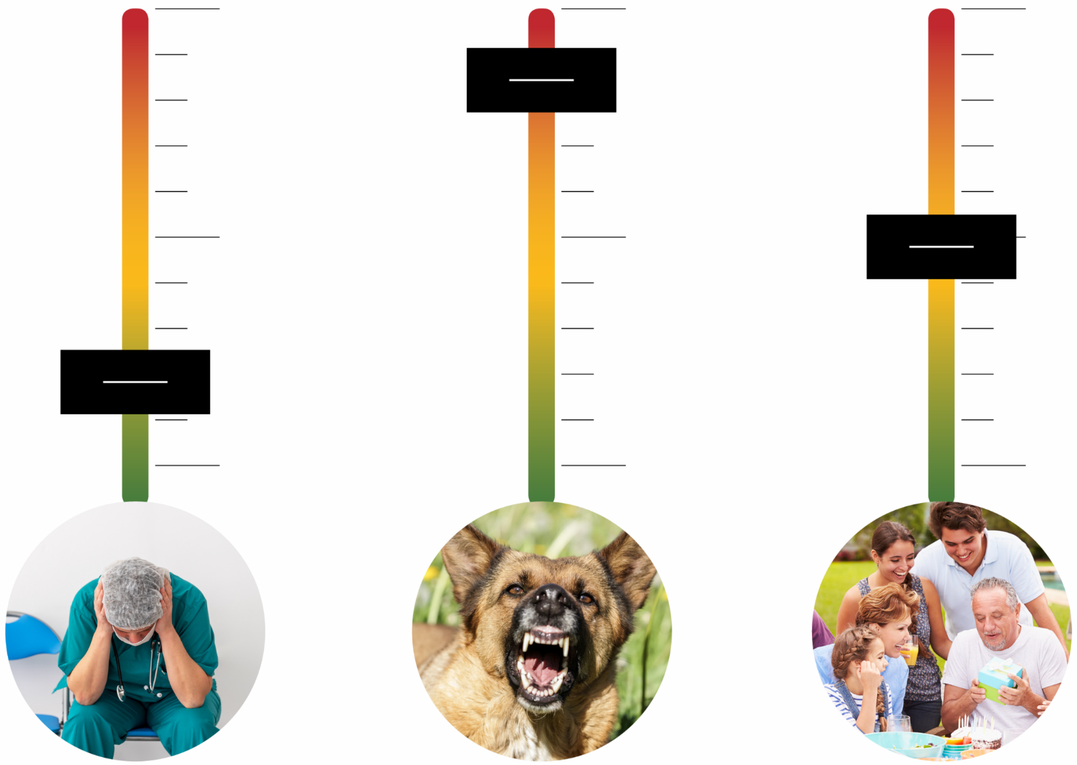
Commissioned by
Federal Ministry for Economic Cooperation and Development

Reactions in Freeze / Collapse mode



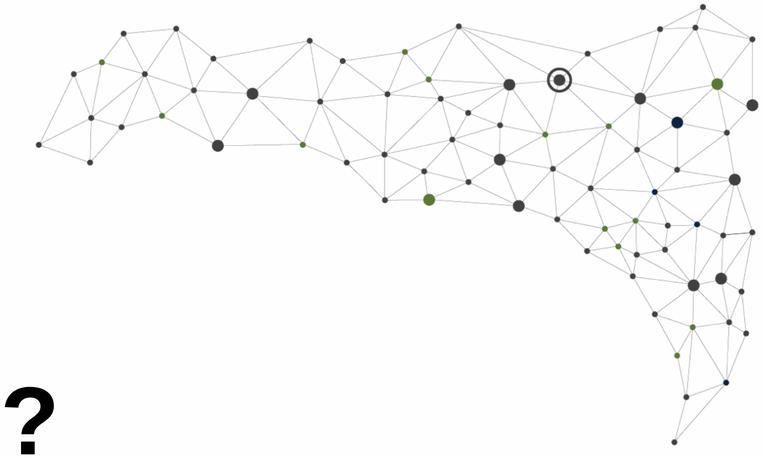
Commissioned by
Federal Ministry for Economic Cooperation and Development

How the three nervous states play together and influence us



Commissioned by
Federal Ministry for Economic Cooperation and Development

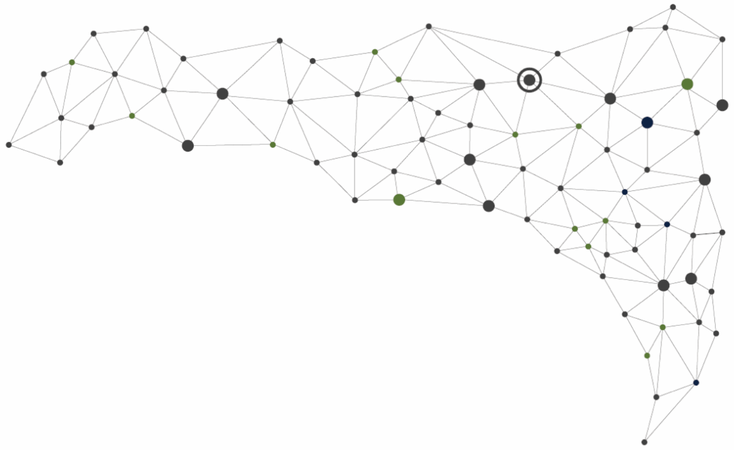
Q & A



1. **Questions of understanding?**

2. **Which observations have you made with the described states?**

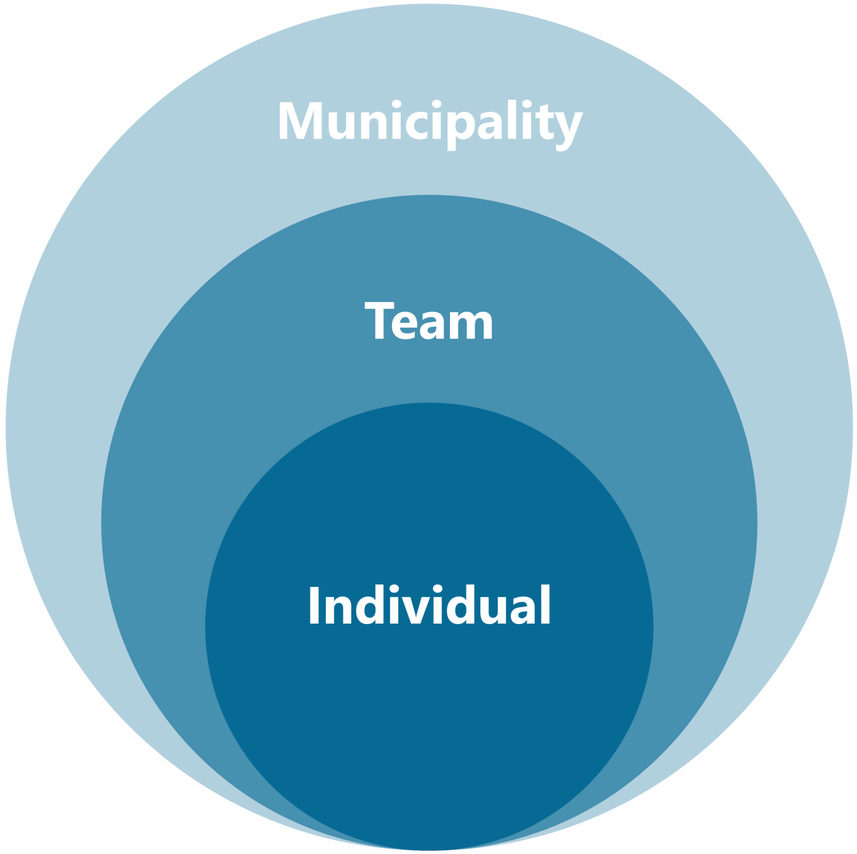
Commissioned by
Federal Ministry for Economic Cooperation and Development



Workshop part II
Recommendations for communication & decision making

Commissioned by
Federal Ministry for Economic Cooperation and Development

Different levels of interaction



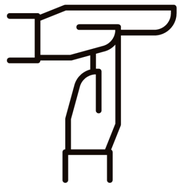
Commissioned by
Federal Ministry for Economic Cooperation and Development

Recommendation 1:
Dealing with Fight / Flight / Freeze / Merge (FFFM) reactions

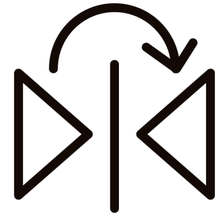
Based on the model, you will be able to deal more effectively with stress reactions and react in a more functional way

Be aware that in a FFFM reaction, thinking is slowed down. **Communicate with short, clear sentences.**

Make sure you send **signals of safety** and – if possible – create a safer environment



Take a small moment before you act and practice self-regulation

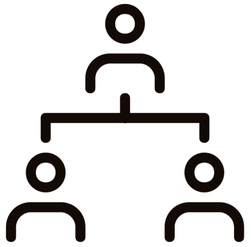


You need to **mirror the flight/ fight reaction** to some extent

Recommendation 2:

Measures on organizational level for effective decision making

Groups also get in the three states of freeze, flight/fight and social engagement.
What can be done as e.g. crises manager?

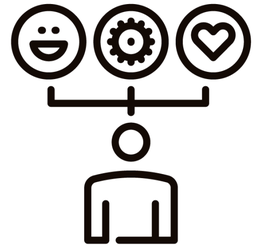


Determine
leadership and team roles
ASAP (for orientation)

Provide simple clear
rules
(for orientation)

Send
signals of security
and connection for
social engagement

Protect colleague
and replace to safer
position



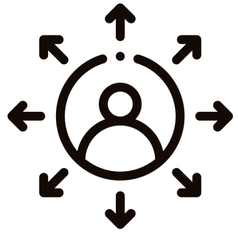
Provide
psychosocial contact

Recommendation 3:
Be aware of groupthink!

With high external pressure, there is the danger of “Groupthink”:
ingroup vs. outgroup and desire for harmony leads to irrational decisions

What can be done?

Note activated (flight/fight/merge) state and be aware of possible irrational decisions and **send signals of security**



Encourage plurality by stressing individuality of members, multitude of alternatives, e.g. invite external experts

Discuss possibility of group think before crises situation emerges

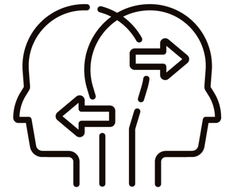
Recommendation 4:
Ensure self-regulation

We can „self regulate“ and thus stay connected with the group and „in control“ of our reactions. The most effective activities include

Social engagement

Body Scans

Conscious **Breathing and physical exercises**

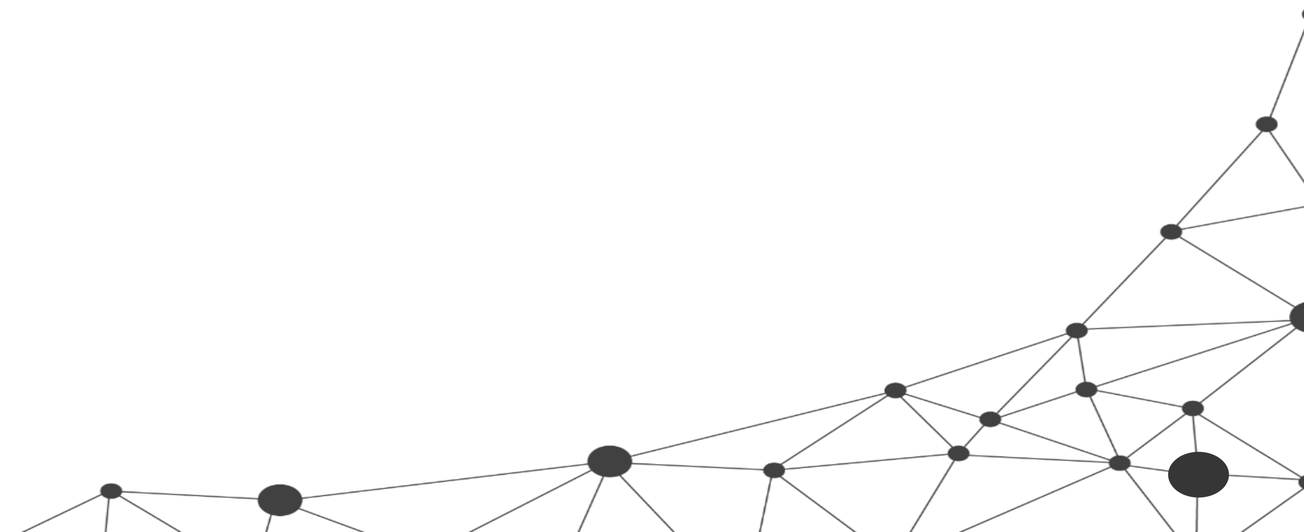


Compare your feeling of danger to the as-is situation

Summary of the recommendations

We can „self regulate“ and thus stay connected with the group
and „in control“ of our reactions. The most effective activities include

1. Deal pro-actively with Fight / Flight / Freeze / Merge (FFFM) reactions
2. Take organizational measures for effective decision making
3. Be aware of groupthink!
4. Ensure self-regulation



Thank you very much!

Wednesday, 25th Nov	Economic Response, Housing & Education	10:00 – 12:00 parallel sessions	1. Development agencies in times of Corona - Private sector initiatives 2. Tourism Sector addressing the Pandemic - Working with Local Municipalities
		14:00 – 16:00 parallel sessions	1. Municipalities and their COVID-19 Response to Local Economic Development 2. Smart schooling – Corona as a chance to bridge the digital divide
		16:30 – 18:30 parallel sessions	1. Urban Poverty and Living Conditions: Limiting COVID-19 Impacts in Densely Populated Backyard Rental Areas 2. Cooperation between administration and schools in times of Corona

- Please think about the evaluation: https://giz-cc.think-modular.net/form/connective-cities-covid-19-event
- Link for informal space for exchange and virtual coffee: https://giz.meet-modular.com/b/dan-dkl-9pd

Commissioned by
Federal Ministry for Economic Cooperation and Development

CONNECTIVE CITIES

Commissioned by

giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Federal Ministry for Economic Cooperation and Development