



Training in Psychological First Aid for Red Cross and Red Crescent Societies

Module 2

Basic PFA

Psychosocial Centre



International Federation
of Red Cross and Red Crescent Societies

TRAINING SCHEDULE

Time	Training programme
08:30 – 09:15	1. Introduction
09:15 – 09:35	2. What is PFA?
09:35 – 09:45	3. Distressing events
09:45 – 10:05	4. Reactions to distressing events
10:05 – 10:20	BREAK
10:20 – 10:35	5. Developing case studies
10:35 – 12:50	6. 'Look, Listen, Link'
12:50 – 13:30	LUNCH
13:30 – 14:30	7. PFA role plays
14:30 – 14:45	BREAK
14:45 – 16:45	8. Complex situations and reactions
16:45 – 17:30	9. Self-care
17:30 – 17:45	10. Workshop close

PFA is...

- comforting someone who is in distress and helping them feel safe and calm
- assessing needs and concerns
- protecting people from further harm
- providing emotional support
- helping to address immediate basic needs, such as food and water, a blanket or a temporary place to stay
- helping people access information, services and social support.

PFA is not...

- something only professionals do
- professional counselling or therapy
- encouraging a detailed discussion of the event that has caused the distress
- asking someone to analyze what has happened to them
- pressing someone for details on what happened
- pressuring people to share their feelings and reactions to an event.

Safety

Avoid putting people at further risk as a result of your actions.

Make sure to the best of your ability that the people you help are safe and protect them from physical or psychological harm.

Dignity

Treat people with respect and in accordance with their cultural and social norms.

Rights

Make sure people can access help fairly and without discrimination.

Help people to claim their rights and access available support.

Act only in the best interest of any person you encounter.

Questions on reactions

- How do you think these three people would react in this situation?
- How do people usually react when they are in distress?
- Does everyone react in the same way?
- How will Fredericka react, compared to Anton or Diane?

Steps to creating a case study

1. Choose a post-it note with a distressing event.
2. Decide who the person in distress is.
3. Provide information on the context.
4. Brainstorm possible reactions. Choose four and add to form.
5. Check the details one more time.

LOOK for

- information on what has happened and is happening
- who needs help
- safety and security risks
- physical injuries
- immediate basic and practical needs
- emotional reactions.

Case study questions

- How would you apply the LOOK actions in this situation?
- What are common reactions the woman could have to such an experience?
- What kinds of severe reactions could the woman have to such an experience?

LISTEN refers to how the helper

- approaches someone
- introduces oneself
- pays attention and listens actively
- accepts others' feelings
- calms the person in distress
- asks about needs and concerns
- helps the person in distress find solutions to their immediate needs and problems.

LINK is helping people

- access information
- connect with loved ones and social support
- tackle practical problems
- access services and other help.

Giving helpful feedback

Step 1 The observer asks the PFA helper to reflect on:

- What went well?
- What would he or she do differently next time?

Step 2 The observer gives his or her feedback to the PFA helper:

- Start with positive feedback and be specific in what went well.
- Give specific feedback about areas to improve (if necessary).
- End with an overall positive comment.

Step 2 The person who acted in distress gives feedback to the PFA helper

- Start with positive feedback and be specific in what went well.
- Give specific feedback about areas to improve (if necessary).
- End with an overall positive comment.