

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic look.

# Chapters 4/4A - IFPO- CPO

## Time and Stress Management

### Critical Incident Stress

# Stress and Time Management

- ▶ Stress and time management are two issues that are typically linked.
- ▶ The lack of adequate time management causes stress and can destroy a career.
- ▶ “Poor time management may be caused by stress which in turn could be caused by poor time management.”

## Work Planning

- ▶ Before the end of any day, work planning should begin for the next day.
- ▶ Have a solid plan prepared for each day before you go to work.
- ▶ When planning, keep in mind tasks that must be accomplished right away and tasks that are due down-the-road.
- ▶ Time-management fails when we fail to plan, causing unnecessary and unwanted stress.

# Developing a Master Plan

- ▶ A master plan is like a “time map” that allows you to manage your time over a given time period: The next day, week or month.
- ▶ The development of a master plan allows you to input all tasks and events. This lessens the stress of forgetting about something.
- ▶ A master plan is a living document. It might have to be adjusted as circumstances dictate.
- ▶ If something happens that takes you off your plan, get back on your plan as quickly as possible.

## Meetings

- ▶ The biggest drain on time management is times spent in meetings.
- ▶ Call a meeting only when necessary, keep the meeting time down to a minimum, always have a meeting agenda and stay on track.
- ▶ Two types of meeting that you must never miss are:
  - ▶ “Politically charged” meetings
  - ▶ Meetings that will help your advancement in the company.

# Politically Charged Meetings

- ▶ Politically charged meetings are meetings where your position in the company could be threatened if you are not there.
- ▶ In a politically charged meeting, you will be called in to answer questions and defend yourself about decisions that you made or actions you have taken.
- ▶ You are there to explain your rationale and win support for your actions/decisions.

# Prioritization of Work Tasks

- ▶ Prioritizing your work day allows you properly plan how you will manage your time.
- ▶ Generally, the highest priority tasks must be accomplished by the end of the work day.
- ▶ When making a master plan, prioritize your tasks (highest to lowest) before inputting them into the plan.
- ▶ Prioritizing will provide a clear view of which tasks to refuse to deviate from.
- ▶ By clearing high-priority tasks, you reduce your highest stress issues.

# Delegation of Work Tasks

- ▶ “Delegation” means assigning a task or responsibility to another person, typically one who is less senior than oneself.
- ▶ Simply put, failure to delegate wastes time.
- ▶ Delegation of work tasks not only challenges and motivates subordinates but communicates that you value their skills and expertise.
- ▶ Delegating your simpler tasks allows you to concentrate on tasks that only you can complete.

# What is a Critical Incident?

A critical incident is any event which is powerful enough to overwhelm the normal “coping mechanisms” used by emergency responders to cope with the effects of emergency response.

Some examples of critical incidents are:

- ▶ Line of duty death or major injury of coworker
- ▶ Death or major injury of a child
- ▶ Prolonged search and rescue operation with a negative outcome
- ▶ Operations involving major media coverage

## Critical Incident Stress Debriefing

- ▶ Critical Incident Stress Debriefing (CISD) is a structured psychological debriefing process that is designed to prevent or mitigate traumatic stress and its associated effects.
- ▶ CISD is a meeting/discussion designed to help reduce the effects of critical incident stress, usually in a group or team effort.
- ▶ CISD is NOT a critique of an incident, person or department.
- ▶ CISD is NOT psychotherapy or a substitute for psychotherapy.