

How to respond to crisis situation?



Stay Calm and Grounded

- You set the emotional tone. Breathe before reacting.
- Show steadiness—even if things feel chaotic. Respond, don't react.



Listen First, Solve Second

- Give the young person space to talk.
- Validate their feelings before offering solutions.
- Use open-ended questions: 'Can you help me understand what happened?'



Set Clear Expectations Early and Revisit Often

- Use a group agreement or community contract.
- Make behavioral norms visible and discussable.
- Remind the group of shared values when issues arise



Focus on Impact, Not Blame

- Help participants understand how their behavior affects others. 'What do you think the host felt when that happened?'



Encourage Reflection and Growth

- Use group circles or one-on-ones to help process events.
- Frame challenges as learning opportunities.
- Ask. "What can we learn from this?"



Be Fair and Consistent with Consequences

- Match consequences to behavior—no surprises.
- Avoid public punishments; use natural consequences if possible.
- Involve the participant in finding solutions when appropriate



Observe Group Dynamics Continuously

- Watch for exclusion, cliques, tension, or shifts in mood.
- Intervene early with small check-ins before things escalate



Communicate with Your Team

- Debrief challenging moments with co-leaders.
- Share strategies and support each other.
- Never handle something heavy like mental health concerns alone

