



UCI

**Bright Past.
Brilliant Future.**

Managing a Colleague in Distress

Negar Shekarabi, PsyD | Faculty/Staff Support Services

Goals & Objectives

- Familiarize yourself with common signs of distress
- Increase understanding of when to refer and when to report a situation
- Increase knowledge of resources for referral

**Duplicate slide for ease of use.*



The Many Signs of Distress



Work/Productivity Indicators

- Repeated absences, missed deadlines, deterioration in quality of work, disorganization & erratic performance



Physical Indicators

- Deterioration of physical appearance, fatigue/exhaustion, visible changes in weight, noticeable cuts/bruises, frequent illness, disorganized, rapid or slurred speech, lack of eye contact



Behavioral & Emotional Indicators

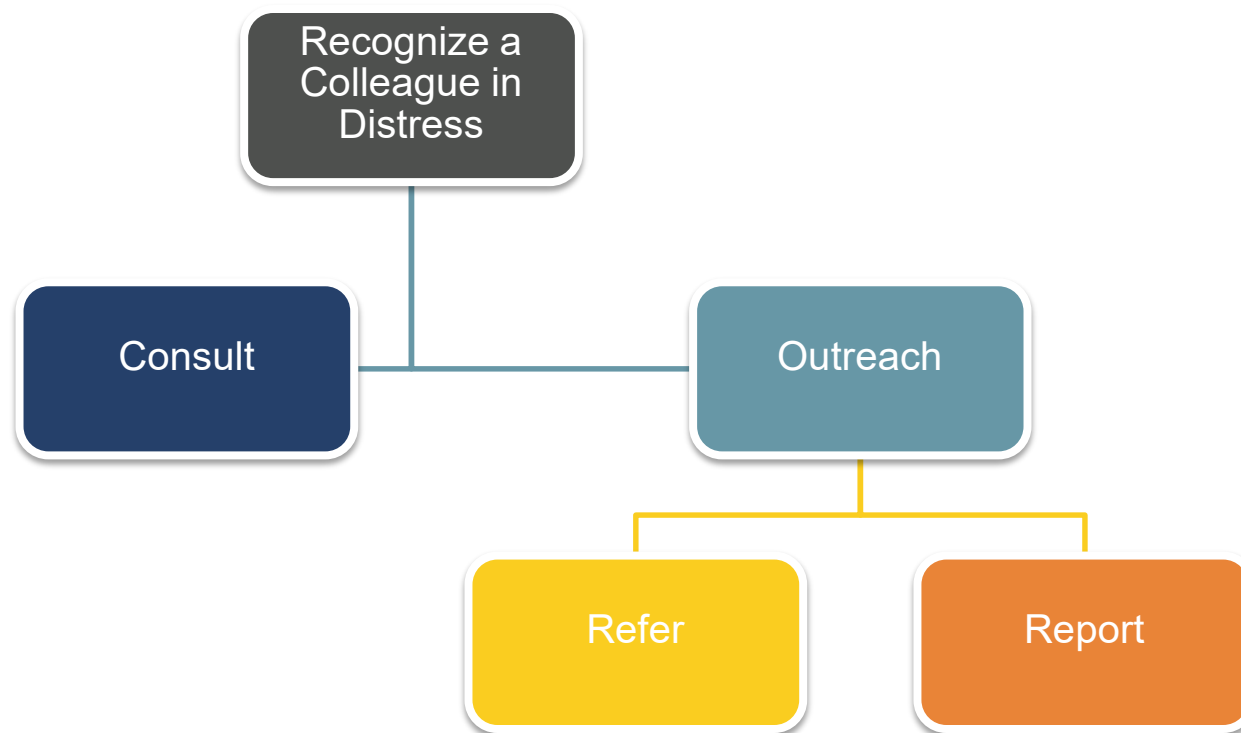
- Direct statements indicating distress/hardships, angry/hostile outbursts, withdrawal or unusually animated behavior, severe anxiety/irritability, demanding or dependent behavior, lack of response to outreach



Safety Risk Indicators

- Severe hopelessness, depression & isolation, disconnected from reality, threatening others, written or verbal statements of despair and suicidality

Choosing a Pathway



Choosing a Pathway

- Step 1: CONSULT
 - Once you've identified a colleague in distress consult, and from there you will decide between two pathways
 - Chair or Dean
 - Co-worker who knows the person as well
 - Faculty & Staff Support Services



Choosing a Pathway

- Step 2: OUTREACH
 - Speak directly with the colleague to offer support and referrals
 - **Meet privately** (choose a time and place where you won't be interrupted)
 - **Set a positive tone.** Express your concern and caring.
 - Point out **specific signs** you've observed.
 - Ask how things are going & **listen attentively.**
 - Ask **open ended questions** without judgement.
 - If there are signs of safety risk, ask closed ended questions to **clarify risk.**
 - **Restate** what you heard as well as your concern & caring.
 - Suggest **resources & referrals.**
 - **Avoiding making sweeping promises** of confidentiality.
 - The **ultimate decision to access resources** is the faculty members.
 - **Keep the communication lines open.**
 - **Talk to someone.**



Is the faculty member a danger to themselves or others or for any other reason does the faculty member need immediate assistance?



YES

The faculty conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harm behavior.

Call 911 or
Campus Police
949.824.5223

After speaking with the police report the concern to: Campus Consultation Team by contacting the AVC 949.824.4642



NOT SURE

The faculty shows signs of distress, but I am unsure how serious it is. My interaction left me feeling uneasy or really concerned about the faculty member.

Refer the faculty to an appropriate campus resource.

During business hours: Call Faculty/Staff Support Services at 949.824.5208 or email: nshekara@uci.edu



NO

I am not concerned for the faculty member's immediate safety, but they are having significant issues and could use some support.

Refer the faculty to an appropriate campus resource.

Choosing a Pathway

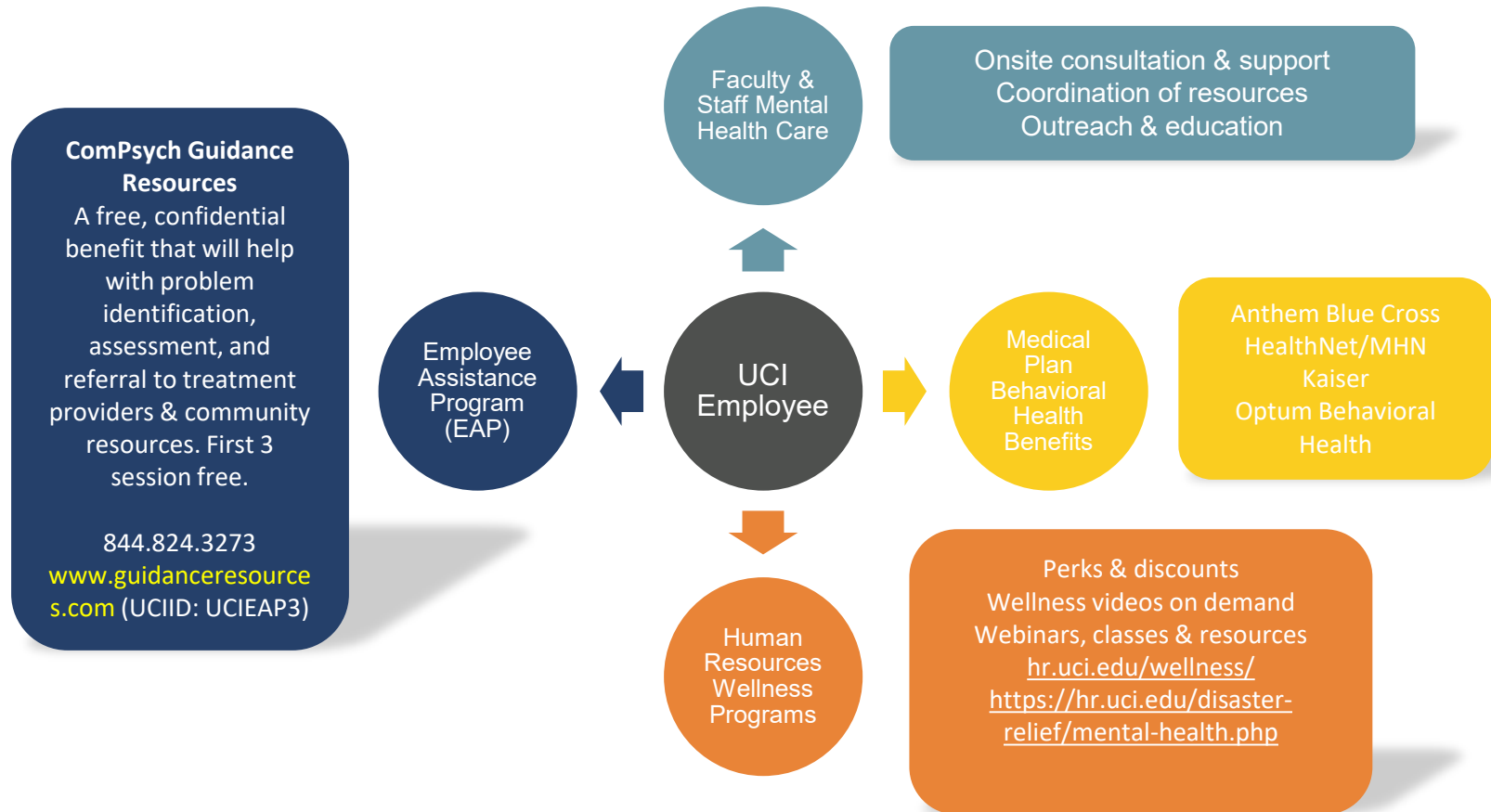
STEP 3: REPORT

- If there is imminent concern of risk, report to police.
- Follow-up with a report to the Campus Consultation Team for assistance to coordinating resources and campus response.

STEP 3: REFER

- If there is no imminent concern for risk, refer to the appropriate campus resources.
- If it is unclear if there is risk, refer to resources and then consult to determine what other steps may be appropriate.
- Follow-up as needed.

Know Your Resources



Faculty & Staff Support Services

- Consultative services & support to resolve behavioral health issues
- Primary crisis intervention resource to facilitate and coordinate appropriate resources
- Time-limited case management for individual employees
- Development and implementation of instructional trainings and materials to assist in the promotion of mental well-being for all UCI (campus, UC Irvine Health, UCIMC) faculty & staff

Faculty & Staff Support Services

Services: available for faculty and staff managers as well as individual employees

- **Individual Services**

- Problem assessment – safe, confidential sessions in which to discuss your problems, set priorities, and determine appropriate campus and community resources, when needed
- Referral – referrals to mental health resources within the health plans available to faculty and staff as well as community resources
- Crisis intervention – assistance to individuals experiencing critical incidents or problems

- **Services Available for Faculty and Staff Managers**

- Phone or in-person consultations
- Critical incident response following crisis events
- On-site small work group facilitation
- Workshops and trainings customized to department needs
- Educational materials

Your Responsibility Is

- To offer a warm, friendly ear to someone you believe may be hurting, if she/he will let you.
- To try to determine the extent to which a situation is a crisis that needs intervention.
- To activate a supportive network of trained people who can help the person in crisis.
- To consult and refer.
- To care for yourself!



Your Responsibility is NOT

- To have eyes everywhere at once.
- To be a mind-reader.
- To give someone more help than she/he will allow you to give.
- To know the exact right thing to do in all situations.
- To solve another person's problem(s) for her/him.
- To be ultimately responsible for someone's decision of whether or not to commit suicide or harm themselves.
- To put yourself in danger to help someone else.



UCI Faculty/Staff Support Services



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<https://whcs.uci.edu/faculty-staff-support-services>