



RESILIENT RESPONDERS

Strengthening Psychological Resilience
in Crisis Response

Work Package 4 Report



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1. Introduction

Work Package 4 (WP4) – Knowledge Dissemination and Capacity Building – played a central role in the implementation of the Resilient Responders project by supporting the collection, adaptation, dissemination, and practical application of knowledge related to psychological resilience and mental health support in emergency and disaster response contexts.

The Resilient Responders project was developed in response to the growing recognition that personnel involved in disaster management and crisis response are frequently exposed to high levels of stress, emotional pressure, trauma, and psychosocial challenges that may significantly affect both their well-being and operational effectiveness. The project therefore aimed to strengthen the psychological resilience, preparedness, and coping capacities of responders through accessible training opportunities, practical educational resources, and collaborative learning approaches.

Within this framework, WP4 focused on translating project knowledge and evidence-based approaches into practical and accessible capacity-building actions capable of supporting responders, organisations, trainers, volunteers, public authorities, and community stakeholders operating in emergency and crisis-related environments. The work developed under WP4 contributed directly to the project's wider objectives of improving responder preparedness, promoting psychosocial support practices, and strengthening long-term resilience in disaster response systems.

WP4 was implemented through three complementary and interconnected tasks:

Task 4.1 – Collection of Best Practices, focused on identifying and documenting evidence-based and practice-oriented approaches related to psychological resilience, stress management, Psychological First Aid (PFA), crisis communication, leadership, and post-disaster psychosocial support;

Task 4.2 – Development of User-Friendly Educational Resources, dedicated to transforming collected knowledge into practical, accessible, and user-oriented educational materials adapted to the needs of adult learners and diverse professional contexts;

Task 4.3 – Knowledge-Sharing Events and Community Engagement, aimed at disseminating project results and promoting interactive learning and stakeholder engagement through workshops, webinars, and dissemination activities.

Particular attention was given to accessibility and inclusiveness throughout the implementation of WP4. In order to ensure that project outputs could effectively reach stakeholders across all partner countries and support broader participation in adult education and capacity-building activities, the outputs developed under Tasks 4.1 and 4.2 were translated into English, Portuguese, Italian, Greek, and Turkish. This multilingual approach contributed significantly to the accessibility, usability, and

transferability of the project resources across different national and organisational contexts.

WP4 also reflected the Erasmus+ priority of improving accessibility and participation in adult education through flexible, practice-oriented, and digitally accessible learning opportunities. In this regard, the work carried out under WP4 contributed to the creation of sustainable educational resources and dissemination practices capable of supporting responders and organisations beyond the project duration.

Through the collection of best practices, the development of practical educational resources, and the implementation of knowledge-sharing activities, WP4 contributed to strengthening awareness, preparedness, and psychosocial resilience among professionals and communities involved in disaster response and crisis management contexts.

2. Objectives of WP4

The overall objective of Work Package 4 (WP4) was to strengthen knowledge dissemination and capacity building in the field of psychological resilience and psychosocial support for personnel involved in disaster management and emergency response.

WP4 aimed to contribute to the overall goals of the Resilient Responders project by supporting the development, dissemination, and practical application of accessible learning resources and evidence-based approaches capable of improving responder preparedness, emotional well-being, and resilience in crisis situations.

More specifically, WP4 pursued the following objectives:

- identify, collect, and document evidence-based best practices related to psychological resilience, stress management, Psychological First Aid (PFA), crisis communication, leadership, and post-disaster psychosocial support;
- facilitate the exchange of knowledge, experiences, and practical approaches among project partners and stakeholders operating in emergency response, psychosocial support, education, and community resilience contexts;
- transform technical, academic, and practice-based knowledge into accessible, user-friendly, and practically applicable educational resources adapted to the needs of adult learners and frontline professionals;
- support the development of practical competencies and psychosocial preparedness among responders, volunteers, trainers, organisations, and community actors through interactive and experience-based learning approaches;
- promote digital accessibility, multilingual accessibility, and long-term sustainability through the integration of educational resources into the Resilient Responders digital platform and the translation of outputs into the partner languages;
- encourage awareness, adoption, and dissemination of psychosocial support practices and resilience-building approaches within disaster preparedness and emergency response systems.

WP4 also contributed to the Erasmus+ priority of creating upskilling pathways and improving accessibility to adult education by developing flexible and digitally accessible learning opportunities adapted to diverse professional and organisational contexts.

The work carried out under WP4 further promoted:

- multidisciplinary collaboration;
- inter-agency dialogue;
- community engagement;
- practical learning;
- transferability of educational resources and methodologies across different operational and cultural contexts.

Overall, WP4 functioned as a bridge between project knowledge and real-world application, supporting the dissemination of practical resilience-building approaches capable of strengthening both responder well-being and community preparedness in emergency and disaster situations.

3. Task 4.1 – Collection of Best Practices

Task 4.1 focused on the identification, collection, and documentation of evidence-based and practice-oriented approaches related to psychological resilience, psychosocial support, and responder well-being in emergency and disaster response contexts.

The task aimed to create a structured repository of practical knowledge and transferable practices capable of supporting responders, organisations, trainers, and community stakeholders operating in high-pressure and crisis-related environments. The collection process combined academic references, institutional resources, existing intervention models, and practical field-oriented approaches aligned with the objectives of the Resilient Responders project.

The work developed under Task 4.1 was organised according to the six thematic training modules of the project:

- Module 1 – Psychological Resilience Training;
- Module 2 – Stress Management Techniques;
- Module 3 – Psychological First Aid (PFA);
- Module 4 – Crisis Communication and Conflict Resolution;
- Module 5 – Leadership and Team Coordination in Emergencies;
- Module 6 – Post-Disaster Mental Health Support Systems.

Each project partner contributed to the identification and documentation of five best practices connected to the thematic focus of their assigned module. The practices collected included intervention models, training methodologies, protocols, toolkits, peer-support approaches, leadership frameworks, psychosocial support systems, and community-based resilience initiatives.

In total, 30 best practices were collected and systematised across the six thematic modules, providing a diverse and multidisciplinary overview of practical approaches supporting responder preparedness, emotional well-being, communication, leadership, stress management, and post-disaster psychosocial recovery.

The selection and documentation process prioritised:

- relevance to responder needs;
- practical applicability;
- transferability across contexts;
- clarity and accessibility;
- innovation and evidence-based value.

Particular attention was also given to ensuring accessibility and wider dissemination. In order to support usability across all partner countries, the outputs developed under Task 4.1 were translated into Portuguese, Italian, Greek, and Turkish, strengthening the accessibility and transferability of the collected knowledge.

The best practices collected under Task 4.1 subsequently served as the foundation for the development of the educational resources implemented under Task 4.2.

Table I. Best Practices Collected under Task 4.1

Module	Best Practice	Type of Practice	Target Group	Partner
Module 1 – Psychological Resilience Training	Adaptive Thinking and Resilience Strategies for Disaster Responders	Training Model / Framework	First responders, team leaders, trainers	TENGO NGO
	Resilience as a Common Human Response to Trauma	Psychoeducational Approach	Disaster responders, crisis managers, peer support staff	
	Harnessing Positive Emotions to Build Resilience	Practical Coping Strategies / Emotion Regulation Framework	Frontline responders and crisis managers	
	Connor-Davidson Resilience Scale (CD-RISC)	Assessment Tool	Responders, supervisors, researchers	
	The Road to Resilience	Resilience Framework	Responders and communities	
Module 2 – Stress Management Techniques	How to Emotionally Recover from Fire Situations?	Practical Guidelines	Community members	Animam Vivitem
	Stress First Aid for Firefighters and EMS Personnel	Practical Guidelines	First responders	
	Supporting Psychological Health in Alberta's First Responders	Project	First responders and families	
	911 At Ease International	Programme	First responders	
	Acute Stress Adaptive Protocol	Protocol	First responders	

Module	Best Practice	Type of Practice	Target Group	Partner
Module 3 – Psychological First Aid (PFA)	Online Course on Psychological First Aid	Training	First responders, volunteers, community members	Animam Viventem
	Responder Peer Support Programs	Project	First responders	
	Nature-Led Community Resilience	Toolkit	Organisations and communities	
	Blue Light Programme	Project	Emergency services and managers	
	Johns Hopkins RAPID-PFA Model	Method	First responders and volunteers	
Module 4 – Crisis Communication and Conflict Resolution	Coordinated Crisis Communication Protocol	Operational Communication Protocol	First responders and incident coordinators	EGInA
	Structured Briefing–Debriefing Cycle	Structured Methodology	Emergency teams and trainers	
	Peer-Mediated Conflict Stabilization Protocol	Conflict Stabilisation Protocol	Emergency response teams	
	Cross-Agency Emotional Intelligence Protocol	EI-based Communication Framework	Responders and team leaders	
	Structured Communication Approaches	Communication Framework	Multi-agency emergency teams	
Module 5 – Leadership and Team Coordination in Emergencies	Hope Huddles	Ad-hoc Support Intervention	Responder staff	KSU
	To Weather a Crisis, Build a Network of Teams	Networking Directive	Leaders and responder staff	
	Crisis Intervention Techniques & Examples	Leadership Practices	Leaders and responder staff	

Module	Best Practice	Type of Practice	Target Group	Partner
	Leadership in Emergency Services	Management Framework	Emergency managers	
	Assessing Workers' Social and Organizational Experience	Needs Assessment Activity	Leaders and responders	
Module 6 – Post-Disaster Mental Health Support Systems	Critical Incident Stress Debriefing (CISD)	Protocol / Intervention	Firefighters and crisis response teams	IED
	Trauma Risk Management (TRiM)	Peer Support System	Firefighters and healthcare staff	
	Community-Based Mutual Aid Networks	Community Recovery Model	Volunteers and local communities	
	Mental Health Referral Pathways	Coordination Framework	First responders and psychosocial professionals	
	Organisational Resilience and Supportive Leadership (NORDRESS)	Leadership Training Programme	Civil protection managers and coordinators	

4. Task 4.2 – Development of User-Friendly Educational Resources

Task 4.2 focused on transforming the best practices collected under Task 4.1 into practical, accessible, and user-friendly educational resources adapted to the needs of adult learners, responders, trainers, and organisations operating in emergency and disaster response contexts.

The educational resources developed under this task aimed to simplify and adapt technical and practice-based knowledge into learning materials that could support practical skill development, psychosocial preparedness, emotional resilience, and responder well-being. The resources were designed to be accessible, transferable, and applicable across different professional and organisational contexts.

The development process prioritised:

- clarity and accessibility of content;
- practical applicability;
- user-oriented learning approaches;
- digital accessibility;
- transferability across contexts;
- engagement and usability for adult learners.

The resources developed under Task 4.2 included practical guides, educational materials, training-oriented content, coping strategies, communication tools, leadership approaches, and psychosocial support resources connected to the six thematic modules of the project.

To ensure accessibility and wider dissemination among partner countries and stakeholders, all outputs developed under Task 4.2 were translated into Portuguese, Italian, Greek, and Turkish.

The educational resources produced under this task also contributed to the long-term sustainability of the project through their integration into the Resilient Responders digital platform, supporting continued access to learning opportunities and knowledge-sharing beyond the project duration.

Table II. Educational Resources Developed under Task 4.2

Module	Resource / Educational Content	Type of Resource	Target Group	Partner
Module 1 – Psychological Resilience Training	Resilience-building strategies and adaptive coping approaches	Educational Material	First responders and trainers	TENGO NGO
	Emotional regulation and self-awareness resources	Practical Guide	Responders and volunteers	
	Positive coping and resilience development tools	Educational Resource	Frontline professionals	
	Resilience self-assessment approaches	Assessment Resource	Responders and organisations	
	Practical resilience frameworks for crisis contexts	Training-Oriented Resource	Emergency response personnel	
Module 2 – Stress Management Techniques	Emotional recovery strategies for emergency situations	Practical Guideline	Community members and responders	Animam Viventem
	Stress management approaches for first responders	Educational Guide	Firefighters and EMS personnel	
	Burnout prevention and mental health support resources	Support Material	First responders and organisations	
	Practical coping tools for acute stress situations	Coping Resource	Emergency personnel	

Module	Resource / Educational Content	Type of Resource	Target Group	Partner
	Stress adaptation and self-care approaches	Educational Resource	Responders and volunteers	
Module 3 – Psychological First Aid (PFA)	Psychological First Aid educational materials	Training Resource	First responders and volunteers	Animam Viventem
	Peer-support and responder assistance resources	Support Resource	Emergency personnel	
	Community resilience and psychosocial support toolkits	Toolkit	Organisations and communities	
	Active listening and emotional support approaches	Practical Resource	Responders and facilitators	
	Immediate psychosocial intervention guidance	Educational Material	Volunteers and frontline staff	
Module 4 – Crisis Communication and Conflict Resolution	Crisis communication approaches and coordination strategies	Communication Resource	Emergency teams and coordinators	EGInA
	Structured briefing and debriefing guidance	Practical Framework	Trainers and response teams	
	Conflict management and stabilisation approaches	Educational Material	Emergency personnel	
	Emotional intelligence communication resources	Training-Oriented Resource	Team leaders and responders	

Module	Resource / Educational Content	Type of Resource	Target Group	Partner
	Inter-agency communication support materials	Coordination Resource	Multi-agency teams	
Module 5 – Leadership and Team Coordination in Emergencies	Leadership support approaches for crisis situations	Educational Resource	Leaders and coordinators	KSU
	Team coordination and communication strategies	Practical Guide	Emergency teams	
	Crisis leadership and intervention approaches	Training Resource	Managers and responders	
	Organisational support and responder well-being tools	Support Material	Emergency organisations	
	Team networking and collaborative response approaches	Coordination Resource	Emergency managers and teams	
Module 6 – Post-Disaster Mental Health Support Systems	Post-disaster psychosocial recovery approaches	Educational Material	Responders and communities	IED
	Peer-support and trauma management resources	Support Resource	Firefighters and healthcare staff	
	Community-based recovery and resilience approaches	Toolkit	Communities and volunteers	

Module	Resource / Educational Content	Type of Resource	Target Group	Partner
	Mental health referral and coordination guidance	Practical Framework	Psychosocial professionals and responders	
	Organisational resilience and supportive leadership resources	Training-Oriented Resource	Civil protection managers and coordinators	

5. Task 4.3 – Knowledge-Sharing Events and Community Engagement

Task 4.3 focused on the dissemination of project results and the promotion of interactive learning and stakeholder engagement through workshops and webinars implemented across partner countries.

The activities developed under this task aimed to strengthen awareness, practical learning, psychosocial preparedness, and community engagement in relation to psychological resilience and mental health support in emergency and disaster response contexts.

The events brought together a diverse range of participants, including first responders, healthcare professionals, volunteers, trainers, educators, public authorities, civil society organisations, and community stakeholders. The activities promoted the exchange of experiences, dissemination of project resources, and discussion of practical approaches related to resilience, stress management, Psychological First Aid (PFA), communication, leadership, and post-disaster psychosocial support.

The events implemented under Task 4.3 successfully exceeded the minimum participation target established, which defined a minimum of 15 participants per event.

A total of 7 knowledge-sharing events were implemented under Task 4.3 across Portugal, Türkiye, Italy, and Greece, including both workshops and webinars delivered in online and in-person formats. Altogether, the events reached a total of 143 participants representing a diverse range of stakeholders involved in disaster preparedness, psychosocial support, emergency response, education, community resilience, and civil society initiatives.

Participant feedback highlighted strong interest in practical learning approaches, accessible educational resources, and continued training opportunities related to psychological resilience and psychosocial preparedness. The dissemination activities also reinforced the importance of inter-agency collaboration, peer learning, and community-based approaches in strengthening responder resilience and emergency preparedness.

Table III. Knowledge-Sharing Events Implemented under Task 4.3

Event Title	Country	Date	Format	N° Participants	Main Topics Addressed	Organising Partner
<i>Resilient Responders – Primeiros Socorros Psicológicos</i>	Portugal	09/03/2026 31/03/2026 28/04/2026	In-person workshops	51	Psychological First Aid (PFA), emotional support, practical coping approaches, role-playing activities, community support	Animam Viventem
<i>Resilient Responders Webinar: Strengthening Disaster Preparedness and Community Resilience</i>	Türkiye	31/03/2026	Online webinar	18	Psychological resilience, stress management, Psychological First Aid (PFA), disaster preparedness, inter-agency coordination	TENGO NGO
<i>Leadership and Team Coordination in Emergency Situations</i>	Türkiye	02/04/2026	Online webinar	38	Leadership, stress management, emotional regulation, emergency team coordination	KSU
<i>Resilient Responders – Psychological Resilience, Leadership in Emergency Situations</i>	Italy	28/04/2026	In-person workshop	16	Leadership, communication, Psychological First Aid (PFA), teamwork, online training resources	EGInA
<i>Resilient Responders Dissemination Webinar: Digital Tools, Best Practices and Community Resilience</i>	Greece	11/05/2026	Online webinar	20	Digital educational resources, resilience, stress management, psychosocial support, community resilience	IED

6. Overall Contribution and Impact of WP4

WP4 contributed to the collection, development, and dissemination of practical knowledge and educational resources related to psychological resilience and psychosocial support in emergency and disaster response contexts.

Through Tasks 4.1, 4.2, and 4.3, the project produced a structured repository of best practices, developed accessible educational materials, and promoted stakeholder engagement through workshops and webinars implemented across partner countries.

The activities carried out under WP4 supported the exchange of knowledge among responders, organisations, trainers, volunteers, and community stakeholders while also strengthening awareness of practical approaches related to stress management, Psychological First Aid (PFA), communication, leadership, and post-disaster psychosocial support.

The translation of outputs into English, Portuguese, Italian, Greek, and Turkish further strengthened the accessibility and dissemination potential of the project resources.

Overall, WP4 contributed to the visibility, usability, and long-term sustainability of the *Resilient Responders* project by supporting practical learning, stakeholder engagement, and continued access to educational resources through the project platform.



PROJECT NUMBER:



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POR LA INCLUSIÓN, EDUCACIÓN Y SALUD



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