

The background features a vibrant yellow and orange color scheme with large, stylized arrows pointing in various directions. On the left, a man in a dark suit is seen from the back, looking towards the center. On the right, another man in a dark suit is shown from the side, covering his face with his hands, suggesting a state of crisis or stress. In the center, a white rectangular box with a black border contains the title text.

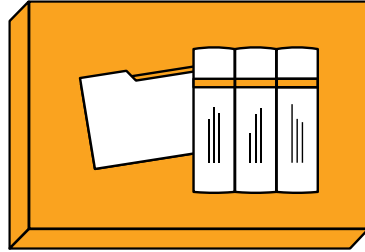
**Calm to Crisis:  
Situational Awareness in  
Government Teams**

# Housekeeping



## Learn More

Check out the Resources tab for additional information and resources specific to this session.



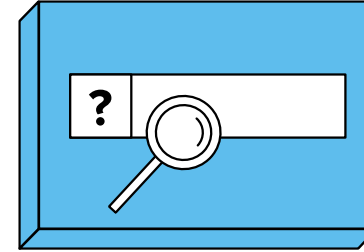
## Exhibit Hall

Head to the Exhibit Hall in the main environment to view all of our booths and download resources.



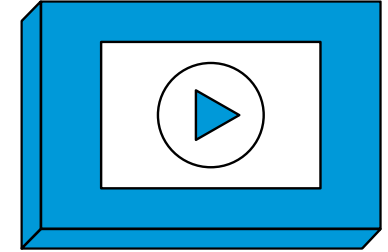
## Networking

Connect with your fellow govies in the Lobby chat in the main environment.



## Get Answers

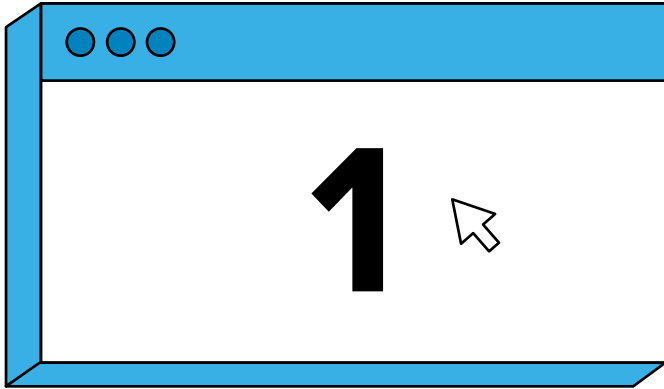
Submit your questions using the Q&A or Chat tab at the bottom of your console. The Q&A tab is also where you can submit technical questions.



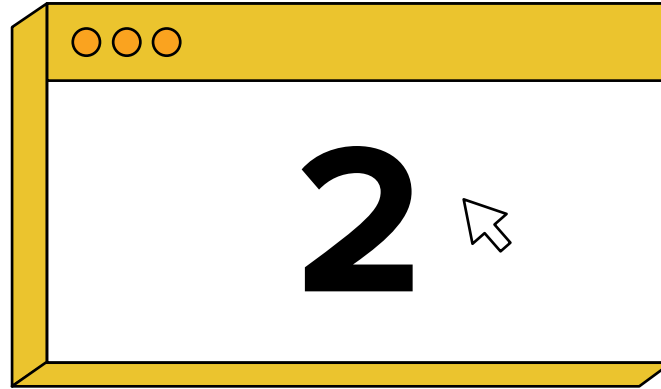
## On-Demand

We will email a link to the on-demand version tomorrow. Email us at [nextgen@govloop.com](mailto:nextgen@govloop.com) if you have any questions.

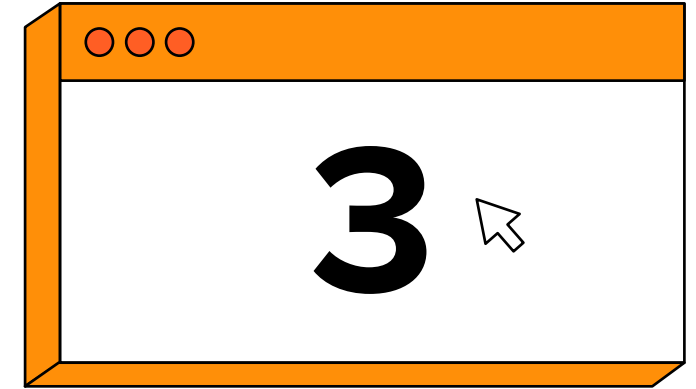
# CPE Info



**Attend** this live online training for the full duration



**Take the polls** throughout the live training. These will appear as a pop-out window on your screen. Click your response and hit submit.



**Complete the evaluation:** It can be found in the resource module on this training and in the Resource Center in the main environment.



## **Tami Hill Thomas**

Executive Advisor and Certified  
Coach, U.S. Dept. of Housing  
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# CALM TO *CRISIS*

Situational Awareness in Government Teams





**Tami Hill Thomas, PCC**

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Executive Advisor  
Certified Coach and Mediator

# TRAINING OBJECTIVES



Identify the fundamentals of Situational Awareness



Recognize the indicators of a person in crisis



Utilize Self Management techniques to keep yourself safe and to respond in a crisis effectively

# SKILLS PRACTICE

How aware are you?





# OBSERVATIONAL AND ENVIRONMENTAL AWARENESS

**Awareness** is the ability to remain attentive to your environment, the behaviors of others, and the dynamics of a situation so that you can recognize important cues and respond thoughtfully. It involves noticing subtle shifts in tone, body language, conversation, or surroundings and understanding how those changes may influence the moment.

In other words, the ability to observe and respond to what is going on around you.





CALM TO *CRISIS*

OBSERVATION



# DID YOU KNOW?



Workers experience daily challenges such as stress and anxiety. Safety concerns are always on worker's minds and burnout rates are soaring.

# 80%





**INDICATORS** are what you notice.  
**AWARENESS** is what you make of it.  
**RESPONSE** is what you do with it.



# INDICATORS: Physical

What You Can SEE in the Environment

- Changes in appearance
- Body language
- Unpredictable movement
- Changes in energy



# INDICATORS: Behavioral

What the Person is Doing

- Changes in communication
- Escalated patterns
- Withdrawn/disengaged
- Deviations from typical behavior



# INDICATORS: Psychological

## What May Happen Internally

- Signs of stress or anxiety
- Turns quickly to anger or shutdown
- Struggling to process
- Low motivation





CALM TO *CRISIS*

RESPONSE



# WHAT IS SELF MANAGEMENT?

Definition: “control of oneself or one’s affair....mastery needed to take control of one’s work” “demonstrating self control and an ability to manage priorities”

Self-management is the ability to:

Control emotions under pressure

Remain calm and professional

Think clearly during stressful situations

Manage reactions, tone, and behavior

Make sound decisions despite tension or uncertainty

In crisis management, self-management is not weakness or silence. **It is disciplined emotional control.**

# RESPONSE TECHNIQUES REMINDERS

- Remain Calm
- Be Sensitive in Your Behavior
- Always Face the Other Person
- Speak Simply, Slow, Clear
- Don't take their comments personally
- Remain Patient and Open
- Never Argue



# RESPONSE TECHNIQUES REMINDERS



- Respect the need for personal space
- Keep your hands present
- Maintain calm and an even voice
- Repeat what is being said
- Build trust. Don't make promises or lie.
- Use direct, short questions
- Focus on care, welfare, and safety

**\*\*\*When **needed**, seek emergency assistance\*\*\***

# VIRTUAL MEETING CONSIDERATIONS

- Pay Attention to Tone, Pace, and Participation
- Watch for Non-Verbal Indicators
- Listen for What's NOT Being Said
- Track the Energy Shifts, even in the Chat
- Be Intentional About Check Ins
- Control YOUR Own Presence



# SIGNS I'M NOT HANDLING IT WELL

## Response Techniques



- Create distance
- Pause the conversation
- Step away
- Seek support



# MENTAL HEALTH FIRST AID

## Practice **A.L.G.E.E**

**A-** Assess for risk of harm

**L-** Listen non-judgmental

**G-** Give Reassurance & Information

**E-** Encourage appropriate professional help

**E-** Encourage self help & support

[www.mentalhealthfirstaid.org](http://www.mentalhealthfirstaid.org)



# WHAT HAPPENS NEXT?

## What to Do After an Incident

- Pause and maintain awareness
- Gather the **facts** \*no assumptions
- Document! Document!
- Engage appropriate individuals
- Close the loop



# SKILLS PRACTICE

## How would you respond?

### Scenario 1

During a busy workday in the office, a frustrated visitor begins raising their voice at the front desk after being told there will be another delay in resolving their issue. The individual begins pacing, speaking aggressively, and interrupting staff.



# SKILLS PRACTICE

## How would you respond?

### Scenario 2

You arrive at work in the morning and hop on the elevator. There is one other staff member on with you. The staff member is fidgeting and talking rapidly to himself. His talking gets louder and more aggressive as your elevator ascends. What's the best action in your response?



**REMEMBER: SAFETY FIRST!**



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# Up Next

## Closing Keynotes from 3pm – 4pm ET

### **Building Credibility and Trust in Public Service**

*Javier Inclan, Assistant Inspector General for Management, National Science Foundation  
Office of Inspector General*

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### **The Future of Government Leadership**

*Traci DiMartini, former Human Capital Officer at the Internal Revenue Service*