

TOTTI project

In positive psychology resilience is a person's ability to bounce back. It's mentioned also as a group's capacity, but not much is done in that regard. In organizational psychology resilience is used to describe organizations strategy's resilience, it's adjustability in face of adversity. Studies of social resilience, ability of social entity to tolerate, absorb, cope with and adjust to threats, is mainly found in geography.

Geography has studied communities facing disasters, uncovering the ways how people help each other to recover. We use that knowledge at an office environment after crises (e.g. violence, sudden death) to help people recover and carry on with their work.

TOTTI is a solution focused group session model fostering social resilience. In Finland debriefing is used at such situations, not the best way to deal with work related trauma. In debriefing air time is given to the trauma, in TOTTI-model air time given to resilience. Because there is no word for resilience in Finnish, TOTTI increases understanding of resilience.

TOTTI means coaching sessions soon after the event. Resilience is implemented with questions: what early phase coping methods people have used, how they support each other, how they use their creativity and the concrete steps to recovery. Solution focused questions are empowering and concrete.

The project trains TOTTI facilitators nationwide in Finland. Trainings have taken place in 2018-2020, feedback is gathered. In 2020 the project will be evaluated.