

Building Resilience in Campus Coordinated Community Response Teams

Campus Coordinated Community Response (CCR) Teams serve a vital role in facilitating survivor support and institutional response to domestic violence, dating violence, sexual assault, and stalking (DVSAS). These teams often face complex challenges, from shifting campus climates to high staff turnover and exposure to vicarious trauma.

Resilience is not about avoiding these realities—it's about navigating them with strength, flexibility, and purpose. Resilient CCR Teams can recover from setbacks, maintain focus in the face of adversity, and continue showing up for survivors. Building team resilience is essential—not just for survival, but for growth, innovation, and sustainability.

WHERE TO START:

CULTIVATE YOUR TEAM'S SHARED PURPOSE AND VALUES

As CCR Teams develop over time, they may encounter challenges, including changes in perspectives and priorities. Revisiting core values allows team members to reconnect with their shared mission and reflect on what motivates the team as a whole. In times of adversity, shared mission and values serves as a guiding compass.



Consider the following:

- In what ways are your CCR Team's core values guiding your decision-making during staff changes, external challenges, or shifting campus conditions?
- Consider a challenge your CCR Team encountered: How was it addressed? What contributed positively to the situation, and what hindered communication and collaboration?
- It is essential to reach a consensus on both formal protocols and informal practices for handling conflicts, differences of opinion, or changing priorities, ensuring they align with your CCR Team's mission and values.
- Not every issue can be avoided; therefore, it is beneficial to engage in discussions in advance about how the CCR Team plans to tackle potential challenges.

THREE APPROACHES FOR BUILDING RESILIENCE IN A CHANGING CAMPUS ENVIRONMENT



To remain resilient and practical, it helps to understand how your CCR team operates across three key modes: **Organizational Routines, Simple Rules, and Improvisation.**

1. **Organizational routines** are structured activities that ensure stability and predictability during changes.

Examples for CCR Teams:

- Regular CCR Team meetings and case review protocols.
- Communication flows between campus departments.
- Annual member training and onboarding for new members.

Reflection Questions:

- How do our current routines support team stability during transition?
- Are there any routines that feel outdated or ineffective?
- What can we do to improve our efficiency without jeopardizing stability?

2. **Simple rules or heuristics** are guiding principles that promote consistency and simplify decision-making when formal rules aren't available. They help maintain shared values in complicated situations.

Examples for CCR Teams:

- Create a list of guidelines that reflect the CCR Team's values.
- Discuss how the established rules will guide the CCR Team's response.
- Conduct an activity where CCR Team members can share personal values and align them with team goals.

Reflection Questions:

- Do the current rules help reduce confusion during challenging times?
- Are the rules shared across the team and lived in practice?
- How do you communicate these rules to new members or partners?

3. **Improvisation** is the ability to adapt quickly to new challenges. Resilient CCR Teams know not everything can be planned, allowing them to respond creatively while staying true to their values.

Examples for CCR Teams:

- Create a succession plan and data storage system to maintain consistency in the event of staff turnover.
- Adapt outreach strategies after a high-profile campus incident.
- Respond to feedback with new programming.

Reflection Questions:

- Where do you allow for creativity and flexibility?
- How do you support CCR Team members when they need to improvise?
- What helps balance improvisation with accountability?

Notes:

PREPARING FOR UNCERTAINTY



In the campus context, circumstances can shift quickly due to policy changes, emerging campus needs, or fluctuations in available resources. To help your CCR Team navigate unexpected challenges with adaptability and resilience, consider the following points:

- **Clarify Job Duties:** It is essential for CCR Team members to understand each other's roles, especially when routines change.
- **Develop Expertise in Advance:** Building skills ahead of time can be beneficial when faced with new rules or the need for improvisation.
- **Allocate Resources Wisely:** Knowing where to invest time and resources is crucial when multiple issues arise simultaneously.
- **Delegate Decision-Making Authority:** Empower CCR Team members to make decisions quickly when conditions change.
- **Learn to Let Go of Control:** Trust your CCR Team and allow them the autonomy to act.
- **Understand Team Strengths:** Recognize each member's strengths and grant them the agency to make decisions based on their insights. This approach is often more effective than relying solely on traditional decision-making processes.

By considering these suggestions, you can equip your CCR Team to handle changes and challenges effectively. Resilient CCR Teams know when to follow a steady routine, when to act on shared principles, and when to adapt with agility. In a campus climate where change is constant, these approaches provide a balanced foundation, helping your CCR Team move forward with confidence, coordination, and compassion.



**For additional training & technical assistance,
email CampusTA@trynova.org**