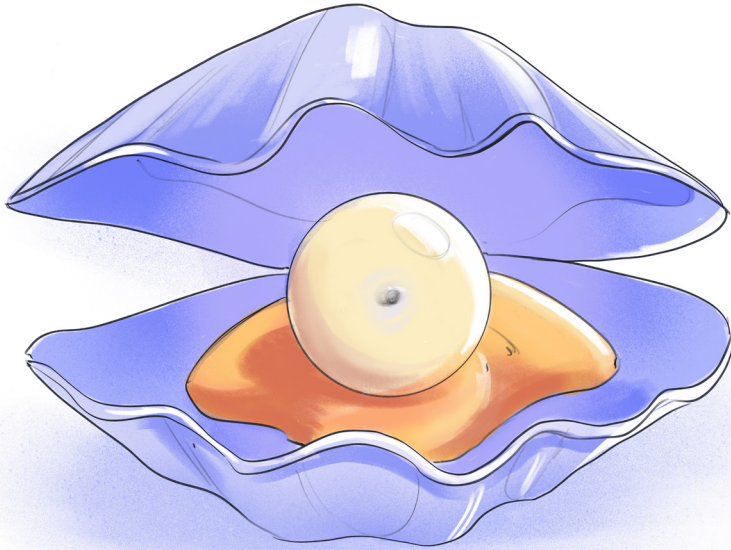


**RESILIENCE-INFORMED
PSYCHOSOCIAL SUPPORT:**

P.E.A.R.L.S. *Principles*



**6 MHPSS
(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT)
PRINCIPLES TO BUILD RESILIENCE
IN TIMES OF CONFLICT AND INSTABILITY**



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SULLA RESILIZENZA
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When a sharp grain of sand gets into an oyster, the mollusk shifts from an initial reaction of resistance to the sufferance to actively dealing with it through secreting a substance that, little by little, rounds the grain off, until it becomes a precious pearl.

Safe, stable and supportive relationships can enhance resilience in individuals affected by conflicts and instability through **mobilizing personal, family and community resources.**

To facilitate the activation of this process, the Resilience Research Unit (RiRes) has developed six resilience-enabling principles, included in the acronym P.E.A.R.L.S., that may orient the action of professional and non-professional helpers **to act as Tutors of Resilience** to increase beneficiaries' psychosocial wellbeing.

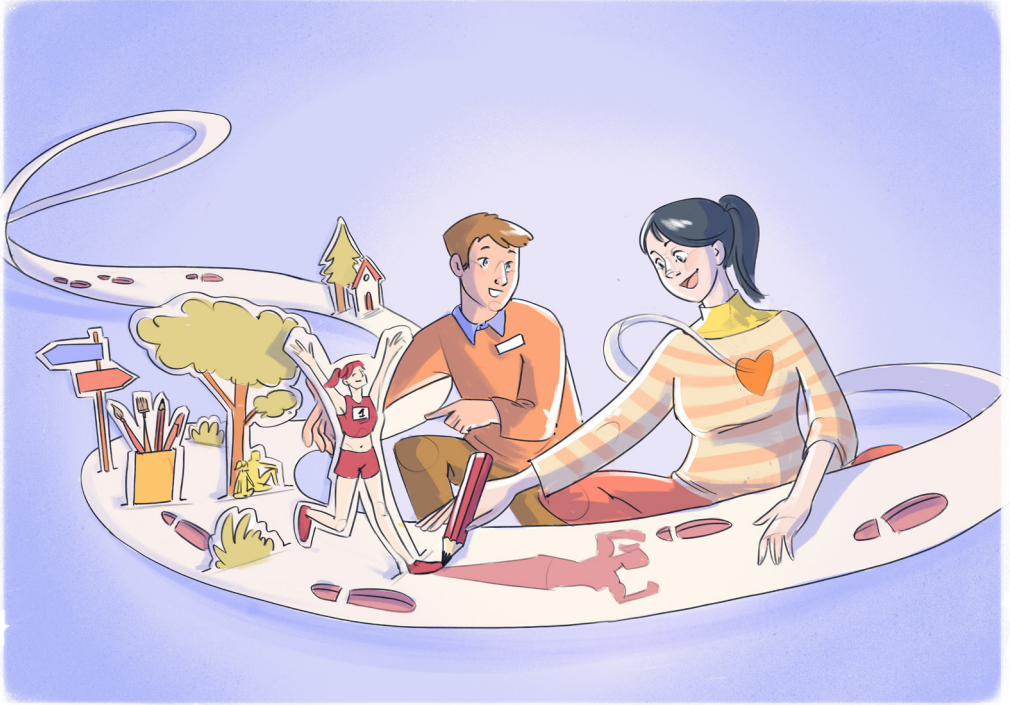
Positive reframing



Widen your point of view on the beneficiary, to shift your perspective from beneficiaries' impairments to their strengths and capacity to heal.

- Beneficiaries' psychological and physical wounds might overshadow their strengths and resources.
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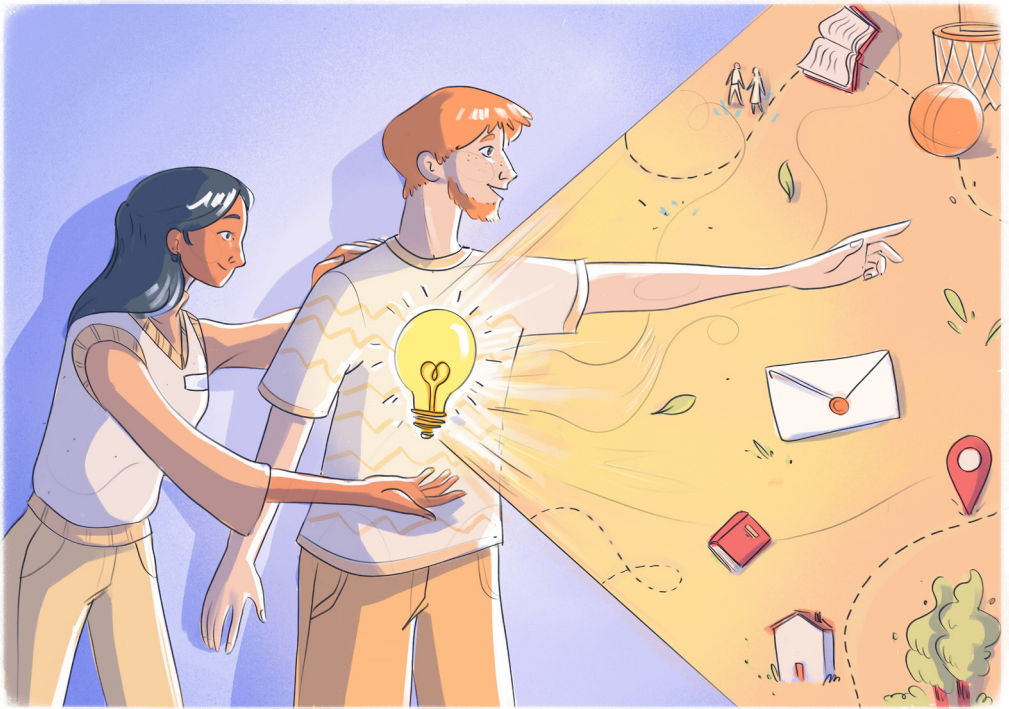
Empowerment



Mobilize and strengthen beneficiaries' own resources, skills, and talents.

- Identify beneficiaries' inner and relational resources and find out opportunities to reinforce and amplify them.
- Encourage beneficiaries to share their moments of mastery in their lives.

Agency and activation



Build a sense of authorship in beneficiaries to contrast their feeling of helplessness and hopelessness and enhance their self-reliance.

- Help beneficiaries' gaining the motivation to achieve goals in their life.
- Discuss beneficiaries' strengths and bridge them with the process of change.

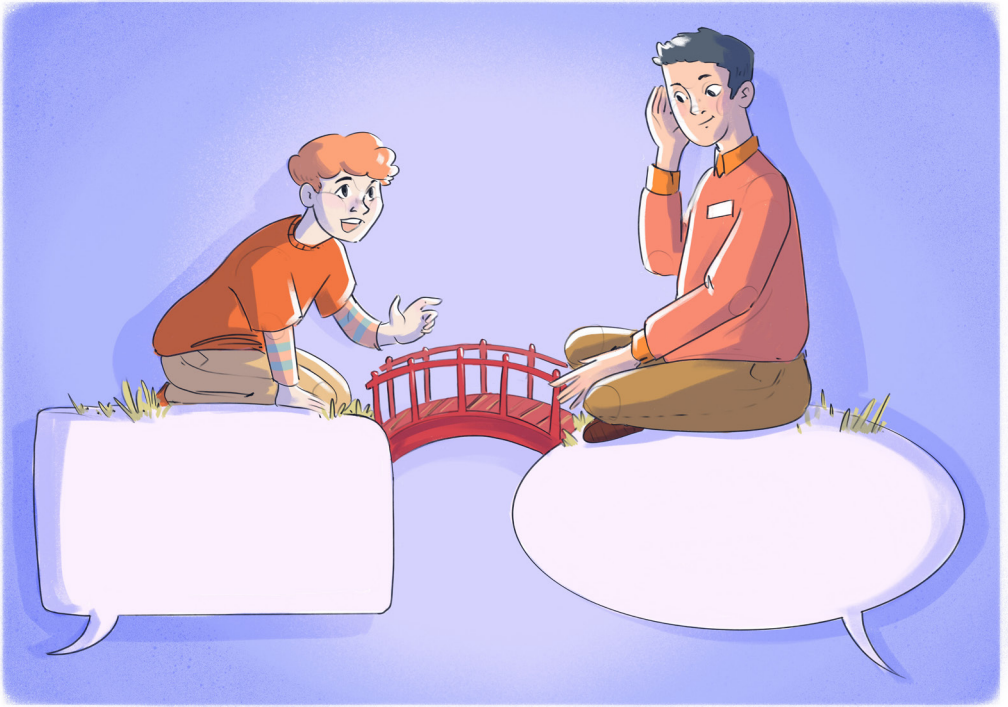
Recovery



*Integrate trauma-informed care
to enhance beneficiaries' emotional recognition
and accompany their own recovery.*

- Establish a safe physical and emotional setting where responses are consistent, predictable and respectful.
- Help beneficiaries feeling safe in accessing their emotions.
- Help beneficiaries put all the pieces of their life stories back together connecting their past, present and future.

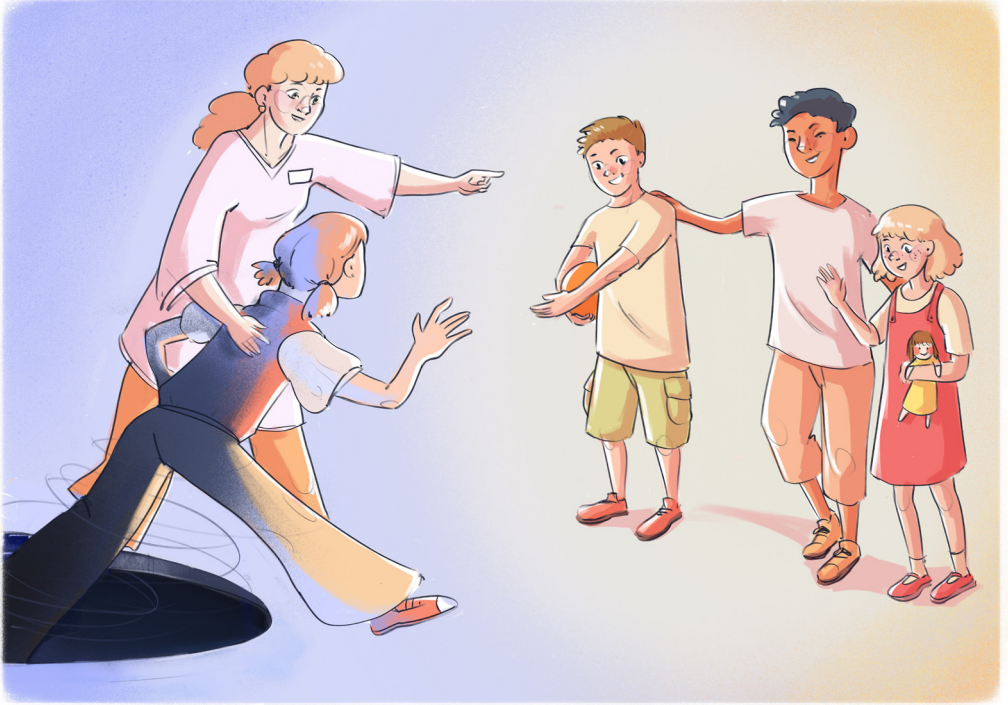
Listening and communicating actively



Provide an active listening to welcome beneficiaries' life stories, show empathy and honor them as being experts on themselves.

- Pay attention not only on WHAT you ask, but also on HOW you gather information.
- Show beneficiaries that you are listening by your body language (e.g., head nods).
- Listen to beneficiaries calmly, paying attention to their unexpressed feelings.

Supporting relationships



Support beneficiaries through building trusting relationships with them.

- Provide transparency and convey a genuine interest in providing help.
- Show respect, dignity and unconditional acceptance.
- Help people to break the cycle of isolation and open up to the outside world.
- Build a supporting network around the beneficiaries.
- You cannot help someone who is not ready to accept the help.

The Resilience Research Unit (RiRes) of the Psychology Department of the Università Cattolica di Milano has been operating for several years in Third Mission projects in emergency and vulnerable contexts, through action-research and capacity building.

The goal of RiRes is to detect, promote and disseminate resilience-oriented best practices that guide the care of minors, families and communities exposed to traumatic events of various kinds.

This initiative is the result of a collaboration between the **Resilience Research Unit - RiRes** and **IED Istituto Europeo di Design** in response to the Ukraine emergency.

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Students of the Undergraduate program in Psychology at Università Cattolica of Milan collaborated in the project implementation.



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