



ReflexAI Election Stress Training (R.E.S.T.)

Tactical preparation for crisis line personnel to support individuals struggling in the lead-up to the 2024 election.



What is election stress?

"Election stress" describes heightened emotions and mental health challenges connected to political events, often during election periods. It's a common reaction to the intensity of political campaigns and potential outcomes, particularly in times of divisive rhetoric. Election stress can affect anyone, regardless of age, gender, race, political affiliation, or religious belief.

How does it show up in crisis conversations?

Individuals experiencing election stress may express a wide range of challenges such as difficulty focusing due to election news and political discussions, social isolation associated with the rise in political discussions, and difficulty sleeping due to racing thoughts about the election. As someone struggles to see a path forward beyond the election, thoughts of suicide can also occur.

Why is it critical to handle election stress effectively on a crisis call?

An impactful crisis conversation for an individual experiencing election stress validates their experience while providing options for seeking support and utilizing key coping strategies to bolster resilience. If someone is experiencing suicidal thoughts, the interaction can also increase the likelihood that the individual will receive life-saving, professional assistance.

“ One of our highest priorities in 2024 is preparing for calls and texts that are connected with the election.

— Crisis Line Leader



During the 2020 election, over two thirds of US adults said that the election was a source of significant stress in their life.

Source: American Psychological Association, 2020

ReflexAI's training

The Election Stress Training includes AI-powered simulations for participants to practice their crisis support skills in the context of election stress scenarios. Each participant also receives an extensive guide on how to apply their crisis line skills to election stress interactions.

Get in touch:

To explore how you can provide ReflexAI's Election Stress Training to your team, please reach out! You can email us directly at connect@reflexai.com



[ReflexAI.com](https://www.reflexai.com)

The ReflexAI Election Stress Training (R.E.S.T.) focuses on applying a crisis responder's core skills to the context of election stress. Frequently, responders have the core skills but don't have the ability (and confidence!) to deploy them in these types of conversations.

To address this specific need, R.E.S.T. focuses on five particular topics.

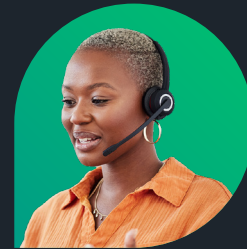
- ✔ **Identifying election stress**
For many individuals, election stress will be a critical reason for the call, and crisis responders should be able to identify this cause in the opening minutes.
- ✔ **Connecting effectively**
Empathizing with a caller experiencing election stress requires a nuanced ability to focus on emotions and experience. There are multiple ways to do so effectively, rather than focusing specifically on political debates or validating political beliefs.
- ✔ **Assessing suicide risk**
Risk assessments vary by organization, but it is critical to ask questions that are neutral, direct, and non-judgmental. Specifics such as timeframe and means can also be life-saving.
- ✔ **Safety planning**
Collaboratively discussing next steps is critical in interactions with election stress. Focusing on actions within the individual's control is valuable, and should address the emotions that an individual is experiencing.
- ✔ **Counselor self-care**
Crisis work can be challenging, even for the most resilient members of the team. Crisis responders may also experience election stress, and equipping themselves translates into better outcomes for them and individuals reaching out.

Connect with us:

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More about ReflexAI

ReflexAI is redefining the standards of training and quality assurance with best-in-class AI and a focus on responsible innovation.



Created by innovation leaders who experienced firsthand the challenges of training and QA in crisis line operations and behavioral health, ReflexAI's core values match the priorities of the organizations we serve. By delivering never-before-seen efficiency, accuracy, and empathy, our solutions empower our partners to make an even greater impact in their communities.

Awards & recognition:

TIME

Recognized on TIME's 100 Best Inventions of 2021

MISSION DAYBREAK

Selected as a winner of the VA's suicide prevention grand challenge

Google.org

Supported by Google.org through a significant grant and dedicated experts

As seen in:

MIT
Technology
Review

CNN

abc NEWS

FAST
COMPANY



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