

Chapter 1

Definitions, Typologies, and Processes Involved in Organizational Trauma: A Literature Review

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ABSTRACT

The phenomenon of organizational trauma (OT) is mentioned by an increasing number of researchers. However, there is a large heterogeneity of definitions and practices related to this notion. In view of developing a more consensual understanding of OT, this paper reviews the existing literature with regard to the subject focusing on three key elements: its definition, typology and the processes involved. For each element, the existing models are reviewed and an integrated conceptualization is introduced, providing a basis for further empirical research and enabling comparisons between existing studies. As such, the paper contributes to the consensus that is necessary to advance the research with regard to this subject.

INTRODUCTION

The economic crisis of 2008 and the austerity measures that followed, making many people redundant, the terrorist attacks of New-York, London, Madrid, Paris, or Brussels, and natural or man-made disasters such as Hurricane Katrina or the nuclear disaster in Fukushima have changed our way of life. These events made many victims, and traumatized many more. However, the victims of these events were not only individuals. Organizations also were directly or indirectly impacted. How did organizations react to

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