CRISIS INTERVENTION
15 STEPS IN CRISIS INTERVENTION INTERVIEW

People involved in helping with crisis intervention often have the tendency to initiate problem solving pre-maturely. This may occur, naturally enough, due to the helper's knowledge, training, background, and skills. However this may only accentuate the difficulties in doing crisis intervention. The person who is in the crisis must have a period of ventilation and exploration of their feelings before any kind of rational, concrete, and specific task problem solving can be of value to them. The escalation of feelings needs to be reduced in order for their rational skills to become available. Exploration and nurturing comfort are the major interventions that are helpful in the initial stages.

In the problem solving stages it is often useful to be very clear, specific, and concrete with people in crisis about the TASKS (people to see, or call, "papers" to arrange, buy food, etc.). These tasks may be written down on a list for the person in crisis to take with them for reference if they get confused.

1. Contact
2. Emotional Control
3. Develop Hope
4. Exploration
5. Exploration
6. Exploration
7. Exploration
8. Exploration
9. Exploration
10. Exploration
11. Exploration
12. Intellectual understanding
13. Develop Plan (problem focus NOT person focus)
14. Action (specific_tasks - mobilization plan)
15. Closure and Summary of Action, with a list

DO NOT ATTEMPT PROBLEM SOLVING SOLUTIONS HERE

THIS WILL CONSTITUTE 80 % OF THE INTERVIEW

WHAT ? TIME TO EXPLORE
WHERE ? HOW THEY MAY BE RELATED IN WAYS
WHY ? THAT MAY NOT SEEM OBVIOUS TO YOU
WHEN ? THEN WHAT ?
WHO ? GET THE FACTS AND FEELINGS AND TAKE
AND THEN WHAT HAPPENED ?
AND HOW DID YOU FEEL THEN ?

GIVE THEM A SIMPLE SPECIFIC TASK LIST
WITH CLARITY AND HOPE AND HEART

OPINIONS AND FEELINGS ARE FREQUENTLY A PERSONAL TRIUMPH OVER GOOD THINKING YOU DEFINE REALITY BY WHAT YOU KNOW, WHAT YOU BELIEVE, AND WHAT YOU DO ABOUT IT