

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.

**DO NOT ATTEMPT
PROBLEM SOLVING
SOLUTIONS HERE**

1. Contact
2. Emotional Control
3. Develop Hope
4. Exploration
5. Exploration
6. Exploration
7. Exploration
8. Exploration
9. Exploration
10. Exploration
11. Exploration

**THIS WILL CONSTITUTE
80 % OF THE INTERVIEW**

WHO ?
WHAT ?
WHERE ?
WHY ?
WHEN ?
HOW ?
THEN WHAT ?
AND THEN WHAT HAPPENED ?
AND HOW DID YOU FEEL THEN ?

GET THE FACTS AND
FEELINGS AND TAKE
TIME TO EXPLORE
HOW THEY MAY BE
RELATED IN WAYS
THAT MAY NOT SEEM
OBVIOUS TO YOU

**PROBLEM SOLVING
SOLUTIONS HERE**

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

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.**