WHAT IS A CRISIS?

SOMETHING HAS HAPPENED AND IT HAS OVERWHELMED A PERSON’S ABILITY TO COPE, IN THAT MOMENT, FOR WHATEVER REASON.
PARADIGM SHIFT
CRISIS CYCLE

Crisis

Baseline
CRISIS INTERVENTION

- CRISIS INTERVENTION IS EMOTIONAL “FIRST AID” DESIGNED TO ASSIST THE PERSON IN CRISIS TO RETURN TO INDEPENDENT FUNCTIONING

- CRISIS INTERVENTION IS NOT PSYCHOTHERAPY

CRISIS INTERVENTION : PSYCHOTHERAPY

AS

FIRST AID : SURGERY
NOT EVERY MENTAL ILLNESS IS A CRISIS;
NOT EVERY CRISIS INVOLVES MENTAL ILLNESS.
Symptoms which **MAY** indicate that mental illness is a factor

- **Loss of memory/disorientation**
  - **Delusions** - These are false beliefs that are not based in reality. The individual will often focus on persecution or grandeur (he/she is God)

- **Depression**

- **Hallucinations** - hear voices, or see, smell, taste or feel things

- **Manic behavior** - accelerated thinking and speaking or hyperactivity with no or little need for sleep - may also be delusional

- **Anxiety** - feelings are intense, state of panic or fright

- **Incoherence** - difficulty expressing him/herself, disconnected ideas and/or thoughts

- **Response** - may process information more slowly
Mentally Ill?
In Crisis?

Or just training
For His new Job?
70% PERCENTAGE OF EFFORTS AT COMMUNICATION THAT ARE MISUNDERSTOOD, REJECTED OR UNHEARD.
THREE COMMON MISTAKES

• TALKING INSTEAD OF LISTENING.
  - WE ALL FALL INTO THIS.

• NOT ACKNOWLEDGING THEIR FEELINGS.
  - “YOU SEEM TO BE ANGRY.”

• LOSING SIGHT OF THE GOAL; RESOLUTION.
  - INTERVIEWS NEED TO BE DIRECTED TOWARD A GOAL.
EMPATHIC UNDERSTANDING

“TO MY MIND, EMPATHY IS IN ITSELF A HEALING AGENT... BECAUSE IT RELEASES, IT CONFIRMS, IT BRINGS EVEN THE MOST FRIGHTENED PERSON INTO THE HUMAN RACE. IF A PERSON IS UNDERSTOOD, HE OR SHE BELONGS.”

CARL ROGERS
EMPATHIC UNDERSTANDING

• REFERS TO THE ABILITY TO UNDERSTAND ANOTHER’S CONCERNS AND FEELINGS
• SETS THE STAGE FOR SUCCESSFUL CRISIS RESOLUTION
• IS NOT SYMPATHY
• REQUIRES THE ABILITY TO FOCUS ON ANOTHER
• REQUIRES 2 SKILLS: RESTATEMENT & REFLECTION
EMPATHIC UNDERSTANDING...CONTINUED

• FOCUS ON THE PERSON AND HIS/HER WORLD—BLOCK OUT DISTRACTIONS
• ATTEND TO WORDS, VOICE TONE
• RESTATE WHAT THE PERSON IS SAYING
• REFLECTING THE PERSON’S FEELINGS
EMPATHIC UNDERSTANDING

• WORDS USED
• RATE OF WORDS SPOKEN
• TONE OF VOICE
• FACIAL EXPRESSIONS
• BODY LANGUAGE
EMPATHIC UNDERSTANDING…CONTINUED

• OPEN ENDED QUESTIONS START WITH WHAT, HOW
  OR WHEN AND ENCOURAGE THE CONSUMER TO
  TELL US MORE

• REQUEST A DESCRIPTION: “TELL ME ABOUT…”
  “PLEASE TELL ME…”

• AVOID WHY QUESTIONS: WHY QUESTIONS LEAD TO
  DEFENSIVENESS
COMMUNICATION RECOMMENDATIONS

• LIMIT INPUT
• SLOW DOWN
• REDUCE DISTRACTION
• USE SHORT SENTENCES
• SIMPLE LANGUAGE
• REPEAT YOURSELF
RESTATEMENT AND REFLECTION
SOMETIMES THIS STUFF WORKS.
YOUR VERBAL CRISIS PLAN

• (1) INTRODUCE YOURSELF
• (2) OBTAIN THE PERSON’S NAME … “WHAT’S YOUR NAME?
• (3) EXPRESSING TO THE PERSON WHAT YOU ARE SEEING.
  • EXPRESS THE EMOTIONS YOU ARE SEEING
  • WHAT DO YOU SEE?
  • USE THE “I” WORD – “I CAN SEE YOUR ANGRY.”
• (4) SUMMARIZE … TO BE AN “ACTIVE LISTENER” YOU SHOULD “SUMMARIZE”
  • COMMUNICATING WITH THE PERSON IN CRISIS
  • SUMMARIZE THE INFORMATION THAT YOU HAVE LEARNED/OBTAINED