

Week #16

Step Number Two In Crisis Intervention

Step Number Two: Take Action

Something needs to start happening right away. Listen carefully and help the person understand that the crisis is related to some event.

A. Consider prior crises.

It is important to determine how a person was functioning prior to the crisis.

Have the person tell their story using the who, what, when, where and why format.

Most people involved in a crisis have experienced some type of precipitating event, and it needs to be uncovered.

Focus on the person's strengths and weaknesses as you initiate the helping process.

Does the person have an adequate support system, or must one be created?

B. Consider communication skills.

Be patient as the person tells their story. Any verbal or non-verbal indicators of impatience will be detrimental.

Determine what must be done immediately.

Ask for clarification when necessary and help the person explore available alternatives to dealing with the situation.

C. Consider perception.

A crisis is triggered by a person's perception of what has occurred.

Someone in crisis sees their environment as something difficult to manage, perhaps leading to chaos and confusion. Therefore, bringing a sense of order to the environment will be helpful.

The Rule of Thumb is that only if the circumstances severely limit the person's ability to work through the crisis do we take extensive action. If action is taken, it must move the client toward an independent role as soon as possible.

Next Week: Take Action - Part 2