

## Week #18

### Steps Three and Four in Crisis Intervention

#### Step Number Three: Restore Balance

This third step in crisis intervention is to start achieving the limited goal of crisis counseling, which is to avert catastrophe and to restore the person to a state of balance.

This is not a time to attempt personality changes.

It is a time to help the client achieve limited goals.

#### Step Number Four: Foster Hope and Positive Expectations.

The person must borrow from your hope and faith until theirs returns.

You expect the crisis to be resolved in some way at some time, and you expect them to work and be able to solve problems. The use of the problem-solving approach - rather than giving false assurances - is a positive step.

As anxiety decreases, the client becomes more objective and is able to examine choices and consequences.

NEXT WEEK: Step Number Five in Crisis Intervention