

Week #20

Step Six In Crisis Intervention

Step Six: Focus on Problem-Solving

This is the backbone of crisis counseling!

1. Set goals.

This must involve the person in crisis. It increases the chances of follow-through and helps develop self-reliance. Locate resources and brainstorm solutions.

2. Be sensitive to current values.

Help the person look at the consequences of each action and be sure the consequences are consistent with existing values.

3. Select a course of action.

If there is resistance, ask for a commitment in writing, complete with details. It is important not to make the problems or the solutions overly simple.

4. Face the problem.

Help the person face the pain but do so gradually so they are not overwhelmed. If the client responds emotionally, take a step back and re-evaluate the situation to identify the underlying message.

5. Monitor feelings.

Regulate the level of anxiety the person is experiencing. Some anxiety serves as motivation; too much anxiety causes overwhelm. In crisis counseling, there are no shortcuts. Feelings must be dealt with before real problem-solving can take place. Once again, feelings are best managed by good listening. On the flip side are those who are not experiencing grief when grief should be the normal response. An appropriate statement might be, "There will be a time when you feel the hurt and loss and you will probably weep. Maybe this is not the time, but that time will come."

NEXT WEEK: Step Seven In Crisis Intervention