

## Week #21

### Step Seven In Crisis Intervention

Step Number Seven: Understand and assess self-image.

The goal is to protect and enhance the person's self-image. Treat them with respect and courtesy. Do not be condescending.

Symptoms of low self-esteem:

1. Anger at other people, or even at you, the helper.
2. Desperation that involves demanding help.
3. Passivity that involves sitting back and waiting for help to arrive.

Be aware of the person's tendency to blame in order to protect their self-image. This is usually accompanied by anger because anger gives a sense of control. It is irrational but feels better than hopelessness.

Expect negative feelings and see them for what they are - a camouflage against the pain of the situation and about oneself.

The Christian mindset:

Many Christians believe that they should be able to handle anything and if they had more faith or a stronger relationship with God, they would not be floundering.

This mind-set produces more guilt, bad feelings and lower self-esteem.

Hopefully, during the recovery phase, people in crisis will be able to recall that many of the people God used in the Scriptures went through troubled times as well.

Next Week: Step Eight In Crisis Intervention