

Crisis Intervention

Dangerous Opportunity!

Your Name

Crisis Training

Comm Center personnel
are helpers

Because people need
people who know how
to help.

Intervention is a skill, a
know how



Crisis Quiz

Define Crisis

Define Intervention

Talk about the types of
crisis that people will
come in contact with
when calling 911
lines



What Is Crisis?

GROUP EXERCISE

Choose a team 'recorder'
All members offer words
meaning crisis



Definition of Crisis

"Emotion of being
vulnerable to stress,
need to gain control
and reduce the tension
and threat (perceived
loss). Coping is not
working, need to get
balance back. Go
beyond normal
behavior to do that."



What Is 'Intervention'?

'To come between'
The feelings and the
resulting actions
"Intervention" is a skill
you can learn and
practice
Self Mutilation



Emotional "M.O."

Goal, Desire, Need

What didn't work

What we fear

See as pain

What we want

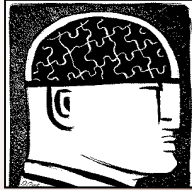
See as pleasure

What did work

What may work

Desired, Imagined

Outcome



Coping Techniques

We cope to regain a balance

When typical coping doesn't work



What Did You Say?

Identifying feelings is an important part of crisis intervention

Many people don't know what they are feeling. Why?

Many stuff or hide feelings. Why?