

TABLE OF CONTENTS

CRISIS INTERVENTION	2
PART ONE: CRISIS SKILLS	8
What Is Crisis?	14
The Four Stages of Crisis	16
Five Steps for Dealing with People in Crisis	30
Crisis Bill of Rights	32
Rules of Crisis Listening	32
When All Else Fails	34
Skills to Learn and Practice	34
Personal Qualities to Strive For	36
Things to Remember.....	36
Did You Help?.....	38
PART TWO: KNOWING YOUR RESOURCES	40
PART THREE: VIOLENT PEOPLE	48
Dealing With Violent People.....	50
PART FOUR: SUICIDE	54
Suicide Quiz	56
Assessing Risk	58
Responding to Suicide.....	60
How to be Trusted.....	60
Suicidal Subjects	62
Suicide Risk Questionnaire	68
Questionnaire Interpretation	74
Every Dispatcher Has a Story	78
PART FIVE: CRITICAL INCIDENT STRESS	84
PART SIX: POST TRAUMATIC STRESS DISORDER	100