

# **CRISIS COUNSELING**

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# **CRISIS COUNSELING**

**IMMEDIATE RESPONSES**

**CRISIS RESPONSES/PRIMARY  
COPING STYLES**

**STAGES OF HELPING SOMEONE IN CRISIS**

**SUICIDE**

# IMMEDIATE RESPONSES

- Name and Area
- Calm Voice
- Listen

# CRISIS RESPONSES

## Primary Coping Styles

Fight

Flight

Freeze

Primary Coping Style  $\neq$  Feeling

Be aware of your client's reactions when in court

# STAGES OF HELPING SOMEONE IN CRISIS

Listen

Assess the Situation

Develop a Plan

Closure

# LISTEN

## Establish Rapport

- Ask how you can help
- Help the client to feel at ease

## Remain Calm

- Hold their story
- Support their emotions

# LISTEN

## Active Listening

- Feelings and Content
- Feedback from Others
- No Judgment
- Develop Empathy
- Listen for the Problem

# ASSESS THE SITUATION

## Define the Problem

- Primary Problem
- Put it into simple terms

## Take a Broader Look

- Is the problem past or present



# DEVELOP A PLAN

## Explore Options

- No advice
- Give information

## Possible Alternatives

- Discuss acceptable alternatives
- Narrow them down

## Immediate Danger

## Safety Planning

# CLOSURE

## Encouragement

- Let the survivor know they made the right decision whether it was calling the hotline or coming in to receive services

## Not in Crisis? (hotline)

- Strayed away from topic?
- Remind

## Follow-Up

# SUICIDE

## Assess

- Listen

## Ask

- Attempted before?
- Do you have a plan? Method with them?
- Have they been drinking or doing drugs?
- Any support network?

# SUICIDE

Determine client is suicidal

- Try to remain calm
- Utilize back up as needed
- Determine strengths
- Practical Hope

Questions?  
Comments