



Crisis Intervention & Non-violent Crisis Intervention

Overview

Elevate's Crisis Intervention is designed to teach participants how to effectively avert and handle a crisis. After a brief introduction to the foundational principles that resulted in the field of crisis intervention, the course focuses on the practical application of the principles offering participants strategies and techniques to recognize and de-escalate a crisis without the use of coercion.

Learning Objectives

- Identify the foundational principles of Crisis Intervention
- Understand Crisis Intervention from a Historical and Modern Day Perspective
- Identify the three types of crisis and recognize what they look like in the workplace
- Identify the four phases of crisis and explore how they evolve
- Recognize the Two Types of Crisis and How to Respond
- How to utilize the cycle of non-violent intervention to de-escalate a crisis

Course Agenda

Module 1: Understanding a Crisis

- Crisis, Problem, or Emergency
 - A Crisis may Be Different from a Problem or and Emergency
- Crisis Formation
 - Basic Formula for Crisis Intervention
 - Crisis as Danger and Opportunity
- Situations Which Can Lead to a Crisis
 - Family Situations
 - Economic Situations
 - Community Situations
 - Significant Life Events
 - Natural Elements

Module 2: Types of Crisis

- Developmental Crisis
- Situational Crisis
- Existential Crisis
- Aberrant Behavior
- Anxiety
- Delusional Behavior
- Depression
- The Demanding Passive Client
- Disorientation
- Disruptive Behavior
- Post-Traumatic Stress Disorder (PTSD)
- Substance Abuse
- Suicide Potential
- Traumatic Incident Stress
- The Violent Client

Module 3: Strategies and Techniques

- Assessment
- Planning
- Interventions
- Crisis Groups
- Aspects of Crisis Management
- Prevention

Personal Action Plan