

Training Objectives by Module

CRISIS INTERVENTION (MODULE)

SUMMARY

In this module trainees will be introduced to crisis theory including a definition of crisis, core features, origins, and impacts. Trainees will become familiar with the Roberts' Seven Stage Crisis Intervention Model and utilize this to employ their established listening and questioning skills to become more effective in managing crisis.

OBJECTIVES

Attitudes

- Trainees will appreciate the impacts of crisis in a person's life and suspending disbelief regarding personal definitions of crisis
- Trainees will be aware of their role in crisis intervention and maintain balanced and realistic expectations as a responder

Knowledge

- Trainees will understand the definition, origins, and the core features of crisis situations
- Trainees will understand the factors that determine successful crisis resolution
- Trainees will understand Roberts' Seven-Stage Crisis Intervention Model as a framework for crisis management

Behaviour

- Trainees will effectively move through Roberts' Seven-Stage Crisis Intervention Model
- Trainees will employ active listening skills and effective questioning techniques