**Individual Crisis Intervention**



Introduce self, explain why you are here and how you can help…

Have them tell you their story…what brought you here today?

Ask about their experience(s); if there are details about the event(s) that would be helpful to know, ask if they are willing to share…avoid interrogating…

Ask about any particular aspects that are causing them to be:

* Discouraged
* Uncomfortable
* Irritable
* Angry
* Unable to comprehend
* Sad or depressed
* Out of character

Keep in mind that you want to LISTEN more than dispense advice …

* Ask if they have ever experienced stress/trauma/crisis like this before … follow up by asking what they did when faced with that crisis …
* Would some of the same coping techniques they used be helpful now?
* Ask about any support people that they have (family, friends, clergy, co-workers, professional counselors, etc.)
* If conversation indicates that the affected is religious, ask (when appropriate) if they would mind if you prayed for them, if YOU feel so led …
* Close by identifying some helpful actions they could take, if any … set up a time to follow up with them, or explore options for professional mental health …