



The Crisis Intervention Manual Second Edition

M.A. Kurt Christiansen

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Reading this book will help people: Learn how to handle every type of call with empathy and confidence utilizing simple, yet effective models and methods. Learn why these problems occur and how to respond, using clearly explained examples that teach skills in action Increase self-awareness through an abundance of self-directed exercises designed to expand consciousness of one's feelings and judgments that can get in the way of being an effective helper. Build confidence in one's self as a helper through combining all the above factors - creating authentic experiences for both listeners and callers. ? Active Listening Skills ? The Techniques of Conscious Communication ? Basic Counseling Tools ? Step-by-step methods for how to handle specific types of issues ? Insight into the root causes of many individual and social problems ? Suggestions toward prevention of individual and social issues ? Resources and referrals for how to get help ? Practical exercises to expand self-awareness, deepen empathy, and release judgments

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