

# Assessment, risk assessment, and intervention, in crisis situations

A 3-day course for 6-15 people (2-day version also available).

## Executive Summary:

This course is designed for people who have predominantly short term contact with clients, either by phone or face to face. Typically those clients will be in or approaching a psychotic episode, suffering with a personality disorder, or so distressed that they may harm themselves or attempt suicide. The key aspects of these disorders are therefore covered, and, in particular, major effective strategies for effective brief intervention. Additionally the principles behind these interventions are covered, to facilitate long term beneficial impact, along with risk assessment in such high stress situations.

## Course Objectives/Agenda Items:

- How to engage effectively with the person who is in crisis. The key concepts covered in this section (a) mood-matching (how to match your mood to someone who may be highly agitated without becoming agitated yourself), (b) validation and genuinely understanding what is going on.
- Use of open and closed questions; in crisis situations both of these have important uses over and above gaining information.
- How to identify the trigger for the crisis and maybe modifying the person's response to it.
- How to help the person determine whether they are making a good response to their crisis and what better response might be possible.
- The nature and importance of the (crucial) encouragement and support. The key features of specific illnesses notably (a) psychosis and (b) personality disorder. How to talk to people who are in a highly delusional state (including talking within the person's belief system) and how to respond to overt threats of suicide and self-harm.
- The key nature of Hope and how to give and maintain it.
- Medium-term interventions with people in crisis including: (a) helping people learn from their experiences, (b) helping people relax and 'self-soothe' and (c) problem-solving.
- The appropriate 'manner' for professionals working in crisis: the friendly professional versus the professional friend.
- Finishing. How to finish contact in a constructive and courteous way.

### Delegates' Feedback



Average presentation rating: **94%**



Average relevance rating: **94%**



### Written Feedback:

"I have thoroughly enjoyed this course. I would recommend it to everybody working in Crisis Teams anywhere in the country. The course is tailor-made to the needs of those working in Crisis Teams and other areas like Duty CMHT's. Thank you very much for such an excellent course."

To discuss or place an order call **0116 241 8331** or email [office@apt.ac](mailto:office@apt.ac)

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APT, The Dower House, Thurnby, Leicestershire, LE7 9PH | Tel: 0116 241 8331 | Email: [office@apt.ac](mailto:office@apt.ac) | Web: [www.apt.ac](http://www.apt.ac)