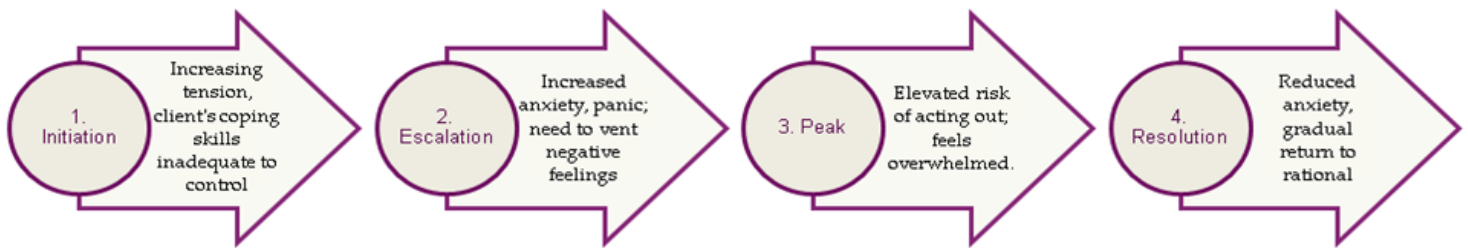


# Crisis Management Cheat Sheet

**Goal:** Return the client to a state of relative calm and self-control without use of seclusion or restraint.

**Stages of a crisis -- these are time-limited and follow a predictable pattern**



## When making your initial approach:

- » You can't control the client's emotions, but you can control yours
- » Keep a respectful distance. If possible, take a seat and encourage the client to do the same.
- » If it seems right, suggest moving to a more comfortable place to chat.
- » Watch client's body language -- avoid seeming confrontational.
- » Stay calm and manage your emotions.
- » Avoid big gestures or sudden movements.
- » Always be respectful.
- » Carry yourself in a manner that conveys patience and understanding.
- » Identify yourself and why you're there.
- » Speak clearly, in words client will understand.
- » Advise that you are there to help.
- » If you have to set limits, make sure they're clear and easily enforceable.
- » Gentle humor is often appreciated.
- » Avoid arguing or placing blame.
- » Keep your voice calm. The client is likely to match your tone.

## Once the client has been engaged in discussion:

### Talk it Out

Let the client voice the problem. Remind the client that speaking in normal tones makes it easier for you to understand. Be sure to listen. Let the client see that you are paying close attention..

### Listen Actively

Repeat back key points. Don't judge. Ask for clarification when needed.

### Express Empathy

"I can understand that.."; "I can see how you feel that way..."

### Find Points of Agreement

You seek solutions, not disagreements. Build on shared goals. "I want you to feel better, too..."

### You Don't Need to 'Solve' the Client's Problem

It's more important to help him/her view things differently, and to feel less threatened.