



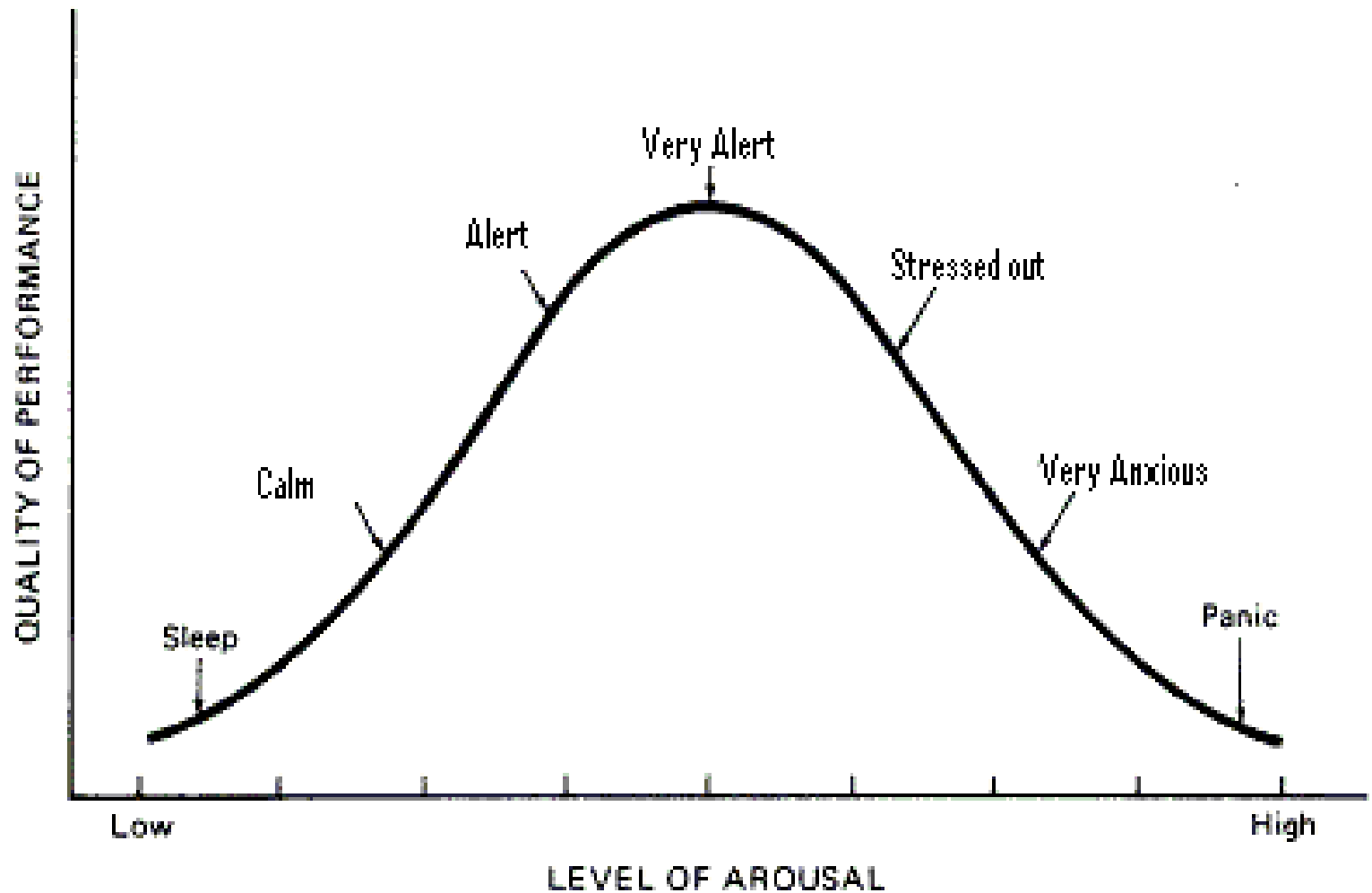
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# Nonviolent Crisis Intervention CIT Academy #30-A

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# Stages of Crisis

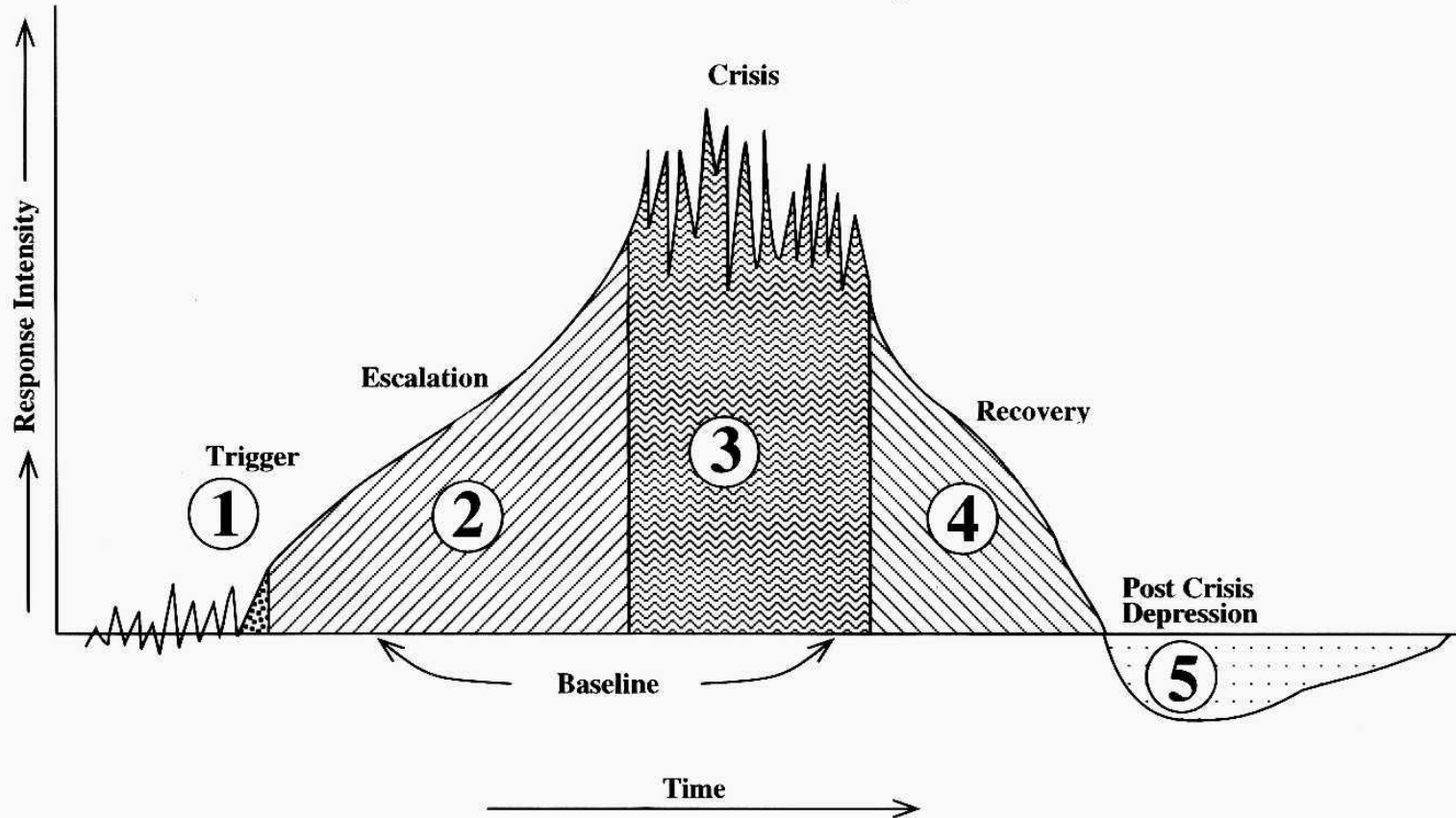
## Begin at steady state

Event	→ Trigger
Disorganization	→ Escalation
Breaking point	→ Crisis
Tension reduction	→ Recovery
Reorganization	→ Post crisis depression (at risk for self-harm)

## Return to steady state

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# The Assault Cycle



# Our Basic Needs

- Love
- Meaning
- To understand
- To be understood
- Community
- Creativity
- Recreation
- Autonomy
- Sustenance
- Safety



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# Feelings When Needs Aren't Met

- Anger
  - Annoyance
  - Anxiety
  - Concern
  - Confusion
  - Disappointment
  - Distress
  - Embarrassment
  - Fear
  - Frustration
  - Guilt
  - Impatience
  - Irritation
  - Resentful
  - Sadness
  - Shame
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# Feelings When Needs Are Met

- Appreciative
  - Calm
  - Cheerful
  - Content
  - Energetic
  - Enthusiastic
  - Good-humored
  - Grateful
  - Happy
  - Hopeful
  - Inspired
  - Optimistic
  - Peaceful
  - Relaxed
  - Secure
  - Trusting
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# Summary of Suggestions

- Think twice about getting between someone and what they want.
  - If you are getting too agitated, you can't help them calm down.
  - If you physically relax when listening they will tend to match your relaxation.
  - Choose one or at most two messages you want to get across.
  - Speak clearly in simple (but not childish) sentences.
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# Summary of Suggestions

- Repeat your messages in a friendly way.
  - Let time have its toll – people are likely to calm as the adrenaline wears them out.
  - Be very cautious with delusional clients.
  - Keep a mind set of being accepting and respectful
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