

Crisis Intervention Model

Exploratory Phase

Problem Solving Phase

Development of the helping relationship

Make sure she is safe.

Be calm, firm, in control.

Encourage
action/end
call.

Encourage details.

Remain specific to
presenting problem.

Review steps to
initiate solution.

Assess coping skills.

Solution chosen,
pick back up plan.

Assess support systems.

Develop problem
solving options.

Psycho-education information

Refocus/summarize

What are her concerns?