

Course Fact Sheet
CISM: Critical Incident Stress Management
Assisting Individuals in Crisis

Instructor:	Office Location and Hours:
Patricia L. Tritt, RN, MA 303 788-6236 Patricia.Tritt@HealthONEcares.com	333 W Hampden Ave, Suite #200 Englewood, CO 80110 7:30 AM – 5:00 PM M - F

Course Description:

Crisis intervention is a specialized acute mental health intervention, and has been referred to as “emotional first aid.” Most crisis interventions are typically done individually (one-on-one). This program is designed to teach participants the fundamentals and protocol for individual intervention. Participants are provided an opportunity to practice the concepts presented. The training session meets the requirements of the International Critical Incident Stress Foundation (ICISF).

Objectives:

At the completion of this course the participant will be able to:

1. Describe the role of individual crisis intervention in CISM.
2. List at least four fundamental principals of crisis intervention.
3. Demonstrate crisis communication techniques.
4. Describe 2 questioning techniques.
5. Describe common psychological symptoms after trauma.
6. Discuss the mechanism of action in crisis interventions.
7. Describe the SAFER-R model of crisis intervention.

CEUs: 13

Required materials:

Course workbook will be provided at the class.

Evaluation:

Graded Events	Grading Scale
Role plays and intervention simulations	Appropriate participation in all assignments

Course Schedule

Time	Topic
	Day One
8 AM –12 N	Introductions Introduction to Critical Incident Stress Management Crisis intervention
1 PM – 4:30 PM	Are you listening? Communication exercise #1 Crisis communication techniques Communication exercise #2 Questioning technique “Diamond” Communication Structure Communication exercise #3
	Day Two
8 AM – 12 N	Crisis communication theory Psychological reactions to crisis and trauma Mechanisms of action in crisis intervention Communication exercise #4
1 PM – 4:30 PM	An intervention protocol to assist individuals in crisis: The SAFER model Communication exercise #5 Helpful hints and common problems