Psychology (PSYC) 1018  Crisis Intervention (1 Unit)
[formerly Psychology 18, Psychology 2018]

Advisory: Eligibility for English 1000 and Reading 1005 strongly recommended

Total Hours: 16 hours lecture

Catalog Description: This course provides an introduction to the strategies used to assist people in crisis. This course is not open to students with credit in Psychology 2018.

Type of Class/Course: Degree Credit


Additional Required Materials: non

Course Objectives:

By the end of the course, a successful student will be able to

1. understand the crisis state and the stages of crisis,
2. listen actively,
3. understand how the person in crisis presents,
4. understand the feelings of a person in crisis,
5. identify a variety of issues confronting an excited and/or irrational person,
6. provide constructive feedback,
7. understand and perform the steps and strategies of crisis intervention,
8. intervene with persons in crisis, and
9. identify appropriate social service agencies for referrals.

Course Scope and Content:

Unit I  Introduction
   A. Crises
   B. Features of crisis intervention

Unit II  Active Listening
   A. Techniques
Unit III    Rapport Building
          A.  Techniques

Unit IV    Assessment of Crisis
          A.  Evaluating crises

Unit V     Problem Solving
          A.  Theory of problem solving
          B.  Techniques
          C.  Planning actions

Unit VI    Cross-Cultural Issues
          A.  Cultural differences in emotional responses to crises
          B.  Cultural differences in coping with crisis
          C.  Crisis interventions with minority survivors

Unit VII   Resources
          A.  Resources for survivors of crises
          B.  Resources for crisis intervention professionals

Learning Activities Required Outside of Class:

The students in this class will spend a minimum of 2 hours per week outside of the regular class time doing the following:

1.  Studying
2.  Answering questions
3.  Completing required reading
4.  Competing required assignments
5.  Journaling and writing

Methods of Instruction:
  1.  Lectures
  2.  Class discussions
  3.  Audiovisual presentations

Methods of Evaluation:
1.  Substantial writing assignments, including:
    a.  essay exams
    b.  journaling and reflection activities
    c.  written homework
2.  Other examinations, including:
    a.  multiple choice
    b.  matching items
    c.  true/false items
    d.  short answer questions
3.  Skill Demonstration
    a.  demonstration of crisis intervention skills
    b.  field work and observations
    c.  group projects
Supplemental Data:

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