Engaging and Interviewing In Crisis

This curriculum focuses on engaging and interviewing skills in the context of a seven stage model for crisis response. Basic skills for engaging and interviewing consumers in a collaborative process will be explained in detail and practiced by participants. In addition, the effects of trauma and cultural issues on engaging and interviewing consumers will be discussed. Participants will learn engaging and interviewing skills and techniques to use in conducting a dangerousness assessment, the development of an engaged collaborative relationship, the identification of the major crisis precipitants, and the exploration of feelings and emotions with the consumer. The crisis worker will then be able assist the consumer in the formulation of a response plan.

**Learning Objectives:**
Participants will:

- Understand the foundations of crisis work
- Be able to identify the stages of crisis response
- Learn techniques for working with angry/aggressive consumers
- Be able to complete a risk assessment
- Understand the impact of trauma and culture on engaging consumers
- Learn basic response strategies for people in crisis
- Learn and utilize interviewing skills at each stage of crisis response/planning
- Be able to write a response plan with consumers

**Target Audience:** New crisis workers

*6.0 CEH’s in Social Work (6 hours toward Crisis Certification)*