I. RATIONALE:

Many students will find themselves working in a crisis intervention environment as part of a first professional or para-professional work setting. Students are strongly encouraged to begin sorting out which crisis environments may not be a good match for their current level of development. Students will need to seek additional supervision and training at the graduate level in order to increase and perfect their skills.

As Psychology professionals, we recognize that reactions to trauma come in many forms. The content of this course, and discussions about trauma from different perspectives, may bring about unexpected and unsettling reactions. Responses to trauma are often strategies that survivors have developed to keep themselves safe, and therefore really reflect strength and resiliency. Recognizing how trauma impacts anyone is an important part of skill building for creating trauma-informed services and systems. Please do not hesitate to contact the instructor at any time during the course if you would like to discuss, privately, your reactions to the content we are reviewing and/or the discussions we are having.

II. MAJOR INSTRUCTIONAL GOALS:

GOAL A: The student will demonstrate an understanding of an effective model for crisis intervention.

Learning Outcomes: The student will:
A-1 Review and describe literature about crisis intervention.
A-2 Describe steps in a model drawn from the literature.
A-3 Plan for use of the model applied to a specific problem type.
A-4 Describe how the model adjusts for various situations.

GOAL B: The student will demonstrate understanding of characteristics of effective crisis intervention workers.
**Learning Outcomes:** The student will:

B-1 Demonstrate skills such as de-escalation, active and reflective listening.
B-2 Develop plans for institutional response to crisis including getting backup.
B-3 Demonstrate ability to work effectively in a team.
B-4 Explain the value of appropriate supervision in a crisis situation.

**GOAL C:**
The student will demonstrate understanding of characteristics of effective crisis intervention workers.

**Learning Outcomes:** The student will:

C-1 Compare and contrast characteristics that are effective and ineffective in a crisis situation.
C-2 Identify strategies for developing characteristics that are effective.
C-3 Identify personal and institutional factors that increase and decrease the development of burnout.
C-4 Develop a plan for personal growth and professional development that would help a person be a successful crisis intervention worker.

**GOAL D:**
The student will use appropriate written and oral communication skills.

**Learning Outcomes:** The student will:

D-1 Communicate information orally in a logical and grammatical manner.
D-2 Present written information using standard APA style.