

COURSE OUTLINE

Crisis Intervention & Communication Skills

INSTRUCTORS: Jacquie Aitken, BA, BSW, RSW, Executive Director of PACE

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PREREQUISITE(S): None

REQUIRED TEXT/RESOURCE MATERIALS: Course materials are supplied.

CALENDAR DESCRIPTION:

This workshop will provide you with a strong baseline on how to intervene and help individuals who are in crisis. You will look at what grief is, and how someone can come out the other side of grief, and grow. You will explore grief and stress caused by a one-time event, or a series of events, and look at coping with different individuals' personalities, and how they may handle emotions, such as grief, differently. Finally, you will learn Crisis Intervention theories, from both lecture and experiential format, with a chance to apply and practice these skills in a classroom setting. You will walk away with the knowledge and walk away with baseline strategies and the knowledge on how to communicate on how to communicate and help someone who is in crisis.

CONTACT HOURS: 10 hours

DELIVERY MODE(S): Face to Face

TRANSFERABILITY: N/A

GRADING CRITERIA:

Upon completion of the course, you will receive an Acknowledgement of Course Completion certificate. Upon completion of six core courses, plus a minimum of 12 hours of elective courses, you will receive the Crisis Response Management Certificate for the program.

EVALUATIONS: N/A

STUDENT RESPONSIBILITIES: Attendance and classroom participation. Students cannot miss a half an hour or more of the course, or a certificate will not be awarded.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

COURSE CONTENT

- Concept growth through crisis
- Definition of crisis
- Communication skills to develop rapport
- Problem solving skills
- Crisis Intervention Framework
- Focus navigation grief and loss
- Empowerment
- Control and responsibility
- Levels of Emotional Development(Dabrowski)
- Self care