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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

Texts: James, Richard. K , and Burl E. Gilliland *Crisis Intervention Strategies. 7<sup>th</sup> ed:* Belmont: Cengage, 2013. Print.

Greenstone, James. L and Sharon Leviton . *Elements of Crisis Intervention: Crisis and How to Respond to Them. 3<sup>rd</sup> ed:* Belmont: Cengage, 2011. Print.

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                      |



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- 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. Completing 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:

T.O.P. Code:	200100 Psychology, general
Sam Priority Code:	E: non-occupational
Funding Agency:	Y: Not Applicable
Program Status:	1: Program Applicable
Noncredit Category:	Y: Not Applicable
Special Class Status:	N: Course is not a special class
Basic Skills Status:	N: Not Applicable
Prior to College Level:	Y: Not Applicable
Cooperative Work Experience:	N: Course is not a part of a cooperative education program
Eligible for Credit by Exam:	Yes
Eligible for Pass/No Pass:	Yes