

Responding to Crises: A Few General Principles

Immediate Response -- Focused on Restoring Equilibrium

In responding:

- C Be calm, direct, informative, authoritative, nurturing, and problem-solving oriented.
- C Counter denial, give accurate information and explanations of what happened and what to expect.
- C Talk with students about their emotional reactions and encourage them to deal with such reactions.
- C Convey a sense of hope and positive expectation.

Move the Student from Victim to Actor

- C Plan with the student promising, realistic, and appropriate actions they will pursue when they leave you.
- C Build on coping strategies the student has displayed.
- C If feasible, involve the student in assisting with efforts to restore equilibrium.

Connect the Student with Immediate Social Support

- C Peer buddies, other staff, family.

Take Care of the Caretakers

- C Be certain that support systems are in place for staff in general.
- C Be certain that support (debriefing) systems are in place for all crisis response personnel.

Provide for Aftermath Interventions

- C Be certain that individuals needing follow-up assistance receive it.