

Questions to ask yourself in a crisis

What am I feeling now?

You may be feeling stressed, hurt, overwhelmed, anxious or afraid. As our stress levels increase, our impulses may lead us to use threats or consequences to force compliance. It's important to maintain self-control and remain calm.

What does this person need?

The person may be communicating something through their behaviour. They may have limited ability to express their feelings, wants and needs when escalated. Identify and validate what they may be seeking.

How is the environment effecting them?

Determine how the environment may be effecting the person. They may need to be redirected to a different environment to feel safe. Be mindful to support and not isolate or punish.

How do I best respond?

Manage your own responses; this includes facial expressions, body language, tone of voice and words. Remember that non-verbal communication is just as important.

Therapeutic supports to reach your goals.

 challengecommunity.org.au  1800 795 441



CHALLENGE
Community Services