



Principles of Crisis Intervention:

1. **Simplicity**- People respond to simple, not complex issues, during a crisis. Interventions should be simple.
2. **Brevity**- short contacts from a few minutes up to a maximum of 1 hour. It is typical to have 3-5 contacts to complete crisis intervention work.
3. **Innovation**- Crisis Intervention providers must be creative to manage unique and emotionally painful situations. Thinking of novel solutions is often necessary.
4. **Pragmatism**- Suggestions must be practical if they are to work in resolving a crisis.
5. **Proximity**- Most effective crisis intervention contacts occur closer to the operational zone or in someone's comfort zone. In crisis intervention, we still make "house calls".
6. **Immediacy**- A crisis reaction demands rapid intervention. Delays cause more pain and complications.
7. **Expectancy**- When possible the crisis intervener works to set up expectations of a reasonable positive outcome.