

Reviewed by: M. Oja  
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Text update: Fall 2022  
Date reviewed: Fall 2022  
C& GE approved:  
Board approved:  
Semester effective:

Psychology (PSYC) 1501 Crisis Intervention (1 Unit) CSU  
[formerly Psychology 18, Psychology 1018, Psychology 2018]

Advisory: Eligibility for English 1501 or English 1501 strongly recommended

Hours and Unit Calculations:

16 hours lecture. 32 Outside-of-class Hours. (48 Total Student Learning Hours) 1 Unit

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 1018 or 2018.

Type of Class/Course: Degree Credit

Texts: James, Richard. K , and Burl E. Gilliland *Crisis Intervention Strategies. 8th ed:* Belmont: Cengage, 2017.

Kanel, Kristi. *A Guide to Crisis Intervention. 6<sup>th</sup> ed.*, Cengage Learning, 2018.

Additional Required Materials: none

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

- 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. Reading assigned textbook and other assigned readings
2. Complete written work
3. Finding information relevant for the course topics

**Methods of Instruction:**

1. Lectures
2. Class discussions
3. Audiovisual presentations

**Methods of Evaluation:**

1. Quizzes or exams
2. Writing assignments
3. Participation in discussion
4. Skill Demonstration
  - a. demonstration of crisis intervention skills
  - b. field work and observations

**Supplemental Data:**

T.O.P. Code:	210400: Human Services
Sam Priority Code:	D: Possibly 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:	No
Eligible for Pass/No Pass:	Yes
Discipline	Counseling with required training and experience in crisis intervention. OR Psychology with required training and experience in crisis intervention