



Crisis Intervention: A Handbook of Immediate Person-to-Person Help

Kenneth France

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Crisis intervention is offered in many settings. Examples include crisis centers, hotlines, Internet-based programs, mental health centers, college and university counseling centers, hospitals, schools, children and youth programs, correctional facilities, victim assistance programs, and other social service agencies. Staff members and interns in such organizations, as well as students in human services courses, have relied on earlier editions of CRISIS INTERVENTION—which one reviewer said "reads like a novel" and another described as "an excellent book with a wealth of information." The book is one of five basic texts recommended for crisis workers by the Individual Certification Committee of the American Association of Suicidology. Author Kenneth France has continued his tradition of using a narrative style to combine clinical experience with empirical research. Now thoroughly updated with 123 new references, the Fourth Edition addresses both fundamental and specialized capabilities necessary for regular or occasional crisis intervention efforts. Chapter 1 offers a practical discussion of crisis theory and the philosophy of crisis intervention. Chapter 2 gives a down-to-earth presentation of basic communication and problem-solving skills. Chapter 3 discusses suicide prevention, assistance for terminally ill persons, and bereavement counseling. Chapter 4 addresses intervention with crime victims, including rape counseling and hostage negotiation. Chapter 5 describes group strategies, family and marital interventions, and disaster relief. Chapter 6 focuses on service delivery issues such as case management, physical facilities, and modes of contact. Chapter 7 addresses a number of community relations topics, including citizen support, ethics, and cooperation with other organizations. Chapter 8 presents selection, training, and burnout prevention procedures that can get intervenors started on the right foot and can decrease the likelihood of subsequent disenchantment. And Chapter 9 reviews the research on crisis intervention and describes how individual intervenors can build upon that knowledge. At the end of each chapter is a set of study questions. For over 30 years Kenneth France has provided crisis intervention services and training in a variety of settings.

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