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By Richard K. James

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Best-selling author Richard K. James presents the latest skills and techniques for handling real crisis situations. Authoritative and based on the author's extensive experience teaching crisis intervention courses, the new edition presents a six-step model for dealing with people in crisis: Defining the Problem, Ensuring Client Safety, Providing Support, Examining Alternatives, Making Plans, and Obtaining Commitment. Using this model, the author then builds specific strategies for handling a myriad of different crisis situations - in many cases providing the dialogue that you might use as a nurse, minister, police officer, counselor, or other practitioner. At the end of this course, you will have developed skills and strategies that you can take out of the classroom and onto the street.

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