

PHASES OF CRISIS

Phases	Characteristics
Precrisis	Client is in state of equilibrium or well-being
Initial impact or Shock	Usually lasts a few hours to a few days, characterized by: <ul style="list-style-type: none"> ▪ High level of stress ▪ Inability to reason logically ▪ Inability to apply problem-solving ▪ Behavior ▪ Inability to function socially ▪ Helplessness ▪ Anxiety ▪ Confusion ▪ Chaos ▪ Possible panic
Crisis	May be brief or prolonged, characterized by: <ul style="list-style-type: none"> ▪ Inability to cope results in attempts to redefine the problem, avoid the problem, or withdraw from reality. ▪ Ineffective, disorganized behavior interferes with daily living. ▪ Denial of problem ▪ Rationalization about cause of the situation ▪ Projection of feelings of inadequacy onto others
Recoil, acknowledgment, or beginning of resolution	<ul style="list-style-type: none"> ▪ Acknowledges reality of the situation ▪ Attempts to use problem-solving approach by trial and error ▪ Tension and anxiety resurface as reality is faced ▪ Feelings of depression, self-hate, and low self-esteem may occur.
Resolution, adaptation, and change	<ul style="list-style-type: none"> ▪ Occurs when the person perceives the crisis situation in a positive way ▪ Successful problem-solving occurs ▪ Anxiety lessens ▪ Self-esteem rises ▪ Social role is resumed
Postcrisis	<ul style="list-style-type: none"> ▪ May be at a higher level of maturity ▪ Persons who cope ineffectively may express open hostility, exhibit signs of depression, or abuse alcohol, drugs, or food. ▪ Symptoms of neurosis, psychosis, chronic physical disability, or socially maladjusted behavior may occur