

HR-5643-101: Crisis Intervention

Course Description:

This course is designed to facilitate knowledge development related to all manner of crisis from an interdisciplinary perspective based in crisis theories. The focus of the course is on individuals, families, and groups facing mental, physical, developmental, occupational, residential, and environmental crises, as well as the methods of assessment and intervention. A secondary focus of the course is on secondary traumatic stress (STS), vicarious traumatization and compassion fatigue with the critical nature of self-care for helping professionals that have been adversely impacted by the trauma experienced by themselves, their clients and family members.

Class Dates, Location and Hours:

Dates: October 13-15 & 20-22, 2017
Location: OCCE, Norman, Oklahoma. Classes are held at the Thurman White Forum Building of OCCE, 1704 Asp Avenue.
Hours: Friday 5:30-9:30 p.m.; Saturday 8:30 a.m.-4:30 p.m.; Sunday 1:00-5:00 p.m.
Last day to enroll or drop without penalty: September 14, 2017

Site Director:

Email: apnorman@ou.edu. Phone: 405-325-3333.

Professor Contact Information:

Course Professor: Robert Moore MHR, LPC
Telephone Number: 405-650-6028
Email Address: Robert.M.Moore-2@ou.edu
Professor availability: The professor will be available via email to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

Textbook(s) and Instructional Materials:

Student materials are available at the OU Follett Bookstore located at 1185 Asp Avenue; Norman, OK, and can be ordered online, by phone, by email, or by fax. Ordering online at <http://www.bkstr.com/oklahomastore/home> is strongly recommended – students can track the status of their order within 48 hours. If an order has not been shipped within three days, students can contact the Follett textbook manager by phone (405) 325-3511, (800) 522-0772 (toll-free) or email 0831mgr@fhcg.follett.com. Phone orders (ask for the textbook manager and identify yourself as an Advanced Programs student) can be placed 8 a.m. to 6 p.m. Monday through Thursday; 8 a.m. to 5 p.m. on Friday; 10 a.m. to 4p.m. on Saturday (CST). Summer hours: 9 a.m. to 5 p.m. Monday through Friday (CST). Fax orders can be placed 24 hours a day at (405) 325-7770. Text prices are available online.

1. Gilliland, B. E., & James, R. K. (2017). *Crisis intervention strategies* (8th ed.). Pacific Grove, CA: Brooks/Cole. ISBN 9781305271470.
2. Materials posted on the OU Canvas learning management system: Access Canvas at <https://canvas.ou.edu>, enter your OU NetID and password, and select course to access material. If you require assistance with Canvas, please click on the Help icon. You can search the Canvas guides, chat with Canvas support, or contact OU IT.

Note: Follett is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through Follett.

Course Objectives:

- Students will become familiar with the concept of crisis at all levels.
- Students will learn about the interdisciplinary nature of crisis theory and develop a familiarity with some of its foundational influences.
- Students will learn to describe a crisis, identify service goals, formulate intervention activities, and specify appropriate outcomes relative to the intervention activities
- Students will become familiar with the concepts of secondary traumatic stress (STS) and compassion fatigue.
- Students will learn about the importance of self-care for helping professionals and significant others of individuals impacted by trauma.

Course Outline:

The focus of the first weekend will be on reviewing counseling theories associated with crisis and strategies utilized to address these various crises through individual, family and group dynamics. During this weekend, you should familiarize yourself with theoretical bases that you would use in the second weekend for a demonstration/role play.

The second weekend will be devoted to individual counseling sessions demonstrated by each student, with constructive critiques by peers and the instructor. All papers will be submitted through Canvas.

Assignments, Grading and Due Dates:

All papers will be submitted through Canvas.

Initial Working in Crisis Paper - Due Date: First Class [25 Points]

This will be a **6-8 page** (not including cover page and references) APA-style paper (i.e., cover page, references, proper citations and formatting) addressing the following:

- a. Describe and define **crisis intervention** and its significance in either your current field or in a therapeutic context. Support your response with the readings preferably in your own words.
- b. Drawing from your experience, describe a crisis situation with which you may have been involved as a **helper**. Describe the situation, the client system (e.g., individual, family, group) and provide some background information, the service goals, the specific service methods employed, the activity of the worker(s), and the outcome(s). Discuss the type of follow-up that occurred and the timeframe between the termination of service/resolution of the crisis and the follow-up. Briefly identify what might have been done differently to better serve the client system or affect an alternative outcome.
- c. Your personal perspective on crisis—Describe a crisis you personally confronted, its process and outcome. Discuss what you learned from that experience and how that informs your perspective on working with people in crisis now and in the future.

Be sure to cite references and include a reference page. Follow APA style in citing references that you use. The paper should be typed, double-spaced, with a cover sheet. Pay careful attention to writing style and carefully edit your papers.

Self-Care Paper - Due Date: Second Friday [25 Points]

This will be a **6-8 page** (not including cover page and references) APA-style paper (i.e., cover page, references, proper citations and formatting) addressing the following:

- a. Describe the crises faced by **human services professionals and the importance of self-care** and its significance in either your current field or in a therapeutic context. Support your response with the readings preferably in your own words.
- b. Summarize the history and importance of this area of study.
- c. Identify what you see as the most important issue related to compassion fatigue, burnout and/or vicarious traumatization.
- d. Describe an experience you may have had that most closely parallels the characteristics of compassion fatigue, burnout and/or vicarious traumatization. Discuss what you learned from that

experience, the outcome and how that informs your perspective on taking care of yourself in the future.

Be sure to cite references and include a reference page. Follow APA style in citing references that you use. The paper should be typed, double-spaced, with a cover sheet. Pay careful attention to writing style and carefully edit your papers.

Counseling Practice Session - Due Date: Anytime 2nd weekend [25 Points]

During the second weekend, each student will conduct one or more (varying with the number of students in the class) counseling session in a role play with other members of the class. Each of these will last approximately 20-30 minutes with a 10-minute feedback session (varying with the number of students in the class).

Comprehensive Final Test - Due Date: Last day of class [25 Points]

On the last day of class there will be a multiple-choice test over the material covered in the textbook and in class. The test will contain fifty questions, with each question worth ½ point.

Grading:

This is a letter-graded course: A, B, C, D, or F. A = 90-100, B = 80-89, C = 70-79, D = 60-69, F = Below 60

Attendance:

Attendance is required for all classes because your ability to learn to be an effective counselor depends on being present to receive supervision and feedback from your instructor and peers.

For **unexcused** absences, the following reductions will apply:

- 3-4 hours absent – One letter grade
- 5-6 hours absent – Two letter grades
- 7 or more hours absent – Three letter grades

Note about late assignments:

Due to the number of students who have turned in assignments late in the past, I have had to institute the following policy: **Late Assignments will not be accepted.** Total points for the assignment will be subtracted.

Notice: Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.

POLICIES AND NOTICES

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. It is the policy of the University to excuse absences of students that result from religious observances and to provide without penalty for the rescheduling of examinations and additional required class work that may fall on religious holidays. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution's policy regarding "I" (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy. Students who receive Financial Aid must resolve/complete any "I" (Incomplete) grades by the end of the term or he/she may be placed on "financial aid probation." If the "I" grade is not resolved/completed by the end of the following term, the student's Financial Aid may be suspended making the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Integrity and Student Conduct

Academic integrity means honesty and responsibility in scholarship. Academic assignments exist to help students learn; grades exist to show how fully this goal is attained. Therefore all work and all grades should result from the student's own understanding and effort.

Academic misconduct is any act which improperly affects the evaluation of a student's academic performance or achievement. Misconduct occurs when the student either knows or reasonably should know that the act constitutes misconduct. Academic misconduct includes: cheating and using unauthorized materials on examinations and other assignments; improper collaboration, submitting the same assignment for different classes (self-plagiarism); fabrication, forgery, alteration of documents, lying, etc...in order to obtain an academic advantage; assisting others in academic misconduct; attempting to commit academic misconduct; destruction of property, hacking, etc...; intimidation and interference with integrity process; and plagiarism. All students should review the Student's Guide to Academic Integrity at http://integrity.ou.edu/students_guide.html

Students and faculty each have responsibility for maintaining an appropriate learning environment. All students should review policies regarding student conduct at <http://studentconduct.ou.edu/>

Accommodation Statement

The University of Oklahoma is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your local OU Site Director.

Adjustment for Pregnancy/Childbirth-Related Issues

Should you need modifications or adjustments to your course requirements because of documented pregnancy-related or childbirth-related issues, please contact me as soon as possible to discuss. Generally, modifications will be made where medically necessary and similar in scope to accommodations based on temporary disability. Please see <http://www.ou.edu/content/eoo/faqs/pregnancy-faqs.html>.

Title IX Resources

For any concerns regarding gender-based discrimination, sexual harassment, sexual misconduct, stalking, or intimate partner violence, the University offers a variety of resources, including advocates on-call 24/7, counseling services, mutual no-contact orders, scheduling adjustments, and disciplinary sanctions against the perpetrator. Please contact the Sexual Misconduct Office at smo@ou.edu or (405) 325-2215 (8-5), or the Sexual Assault Response Team at (405) 615 -0013 (24/7) to report an incident. To learn more about Title IX, please visit the Institutional Equity Office's website at <http://www.ou.edu/content/eoo.html>

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course. Advanced Programs does not provide duplicating services or office supplies.

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: <http://www.goou.ou.edu/>

INSTRUCTOR VITA

Robert Moore MHR, LPC

Education

- Master of Human Relations, University of Oklahoma
- Bachelor of Science in Human Resources, Southern Nazarene University

Current Positions

- Adjunct Professor, University of Oklahoma, Human Relations, Norman, OK
- Licensed Professional Counselor and Supervisor, Norman Psychiatry, Norman, OK
- Licensed Professional Counselor and Supervisor, Red Road Counseling Service, Moore, OK
- Founder, Author and Director, My Body...My Life...Programs LLC, Norman, OK

Major Areas of Teaching and Research Interest

- Growth and Development
- Crisis Intervention
- Dating, Domestic and Gender Violence
- Cultural Diversity
- Juvenile Justice and Delinquency
- Marriage/Family Counseling

Representative Publications and Presentations

- Moore, R.M. (2012). My Body...My Life...Instructor Manual: Empowering women through awareness, education, violence prevention and self-defense techniques. Charleston, SC: CreateSpace.
- Moore, R.M. (2012). My Body...My Life...Outline and Workbook: Empowering women through awareness, education, violence prevention and self-defense techniques. Charleston, SC: CreateSpace.
- Moore, R.M. (2015). My Body...My Life... Empowering women through awareness, education, violence prevention and self-defense techniques. (2015 ed.). Charleston, SC: CreateSpace.
- Moore, R.M. (2015). REAL Men: Relationship Education and Awareness for Life. Charleston, SC: CreateSpace.

Representative Honors and Awards Received

- Oklahoma Community Policing Officer Award
- Oklahoma Crime Prevention Officer of the Year
- Oklahoma Gang Investigator of the Year
- 2013 National School Safety Award
- Oklahoma Governor's Commendation
- Oklahoma House of Representatives Citation
- 2013 Norman Human Rights Award

Major Professional Affiliations

Oklahoma Counseling Association