

YOUR VERBAL CRISIS “PLAY BOOK”

1. Introduce yourself

“Hello, my name is.....”

“I’m Mike and I’m a CIT Officer.....”

2. Obtain the person’s name

“What’s your name?”

“My name is , what’s yours?”

“Nice to meet you....may I ask what your name is?”

3. Expressive feelings... what you know... what you’ve learned... what you see...

“I hear you yelling....I see you’re mad”

“I heard you say you are angry at your boss, you were fired from your job, you don’t want to go home, and you’re not taking your medications right now.”

4. Restating and/or summary... a good “active listener”

“So, let me see if I got this right. You told me that”

“I want to make sure I heard you correctly.....the following things are happening to you right now.....”