

Toolkit 1 - Learning Unit 7

Pre-intervention

Activity 3

Learning to learn: capitalize on your learning, understanding and profiting from experience



Exercise

Preparing for emotional load

3. Do you know how to reduce the emotional burden of clients in crisis?



YES, or NO

Activity 3

Find a colleague and work in pairs. One of the pair takes on the role of a helper = H (the one who answered NO) and the other the role of the client = C (the one who answered YES). C tells H any story from their life in which they have experienced strong emotions. H watches for any signs of agitation in C (e.g. rapid speech, flushing of the face, shallow and rapid breathing, rapid movements, looking away ...) and intervenes when such signs appear. His intervention consists of the following steps:

- H comments on what manifestation of excitement they noticed;
- H suggests how to correct it if voluntarily possible (e.g. “try to speak more slowly”, “try to breathe more slowly”, “try not to make such fast movements with your right hand”, “try to look at me”...);
- H asks C how he could help him feel better;
- H monitors whether there is a calming process;
- H suggests returning to the topic that upset C and asks if it's okay for him to continue.



**Psychological
Early
Intervention**

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If it is not possible to work with colleagues, you could do this on your own. Please try to write down a list of common signs of emotional burden (minimum 5) of a client in a crisis situation and try to write how to react to each of them with the aim of calming down.



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