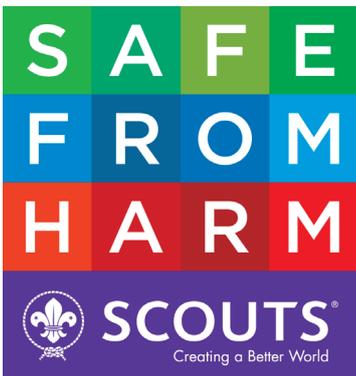




CRISIS INTERVENTION



LISTENING EAR TRAINING

– CRISIS INTERVENTION

This session is focused on how to provide immediate support and assistance to individuals in crisis. The facilitator may provide guidance on how to recognize when an individual is in crisis, how to assess the situation, and how to provide support until professional help arrives.

Use case studies and scenarios to help volunteers practice crisis intervention skills. Provide guidance on how to assess the situation and how to provide immediate support.

Case Study 1: Panic Attack

A volunteer is at a Scout event when they see someone having a panic attack. The person is breathing rapidly, sweating, and trembling. They are unable to speak and appear to be in distress.

Assessment: The volunteer must assess the person's physical symptoms and ask if they have a history of anxiety or panic attacks. They should also ask if the person needs medical attention.

Immediate Support: The volunteer must provide immediate support to the person by helping them regulate their breathing. They should encourage the person to take deep breaths and use grounding techniques such as counting or focusing on an object. The volunteer should provide a safe and calm environment for the person and offer to call a friend or family member for support.

Case Study 2: Bullying Incident

A Scout approaches a troop leader and reports that they are being bullied by another Scout in the troop. The Scout reports that they have been called names, pushed, and excluded from activities.

Assessment: The troop leader must assess the severity of the bullying and determine if the Scout is in immediate danger. They should also assess the emotional state of the bullied Scout and determine if they need additional support.

Immediate Support: The troop leader must provide immediate support to the bullied Scout by offering emotional support and ensuring their safety. They should also confront the bully and address the behaviour, making it clear that bullying will not be tolerated. The troop leader should provide resources for counselling or therapy if needed and work with the Scouts to create a safe and inclusive environment for all members.



Case Study 3: Cyberbullying

A Scout approaches a troop leader and reports that they are being cyberbullied by a fellow Scout. The Scout reports that the other Scout is sending them mean messages, making fun of them in online group chats, and spreading rumours about them on social media.

Assessment: The troop leader must assess the severity of the cyberbullying and determine if the Scout is in immediate danger. They should also assess the emotional state of the bullied Scout and determine if they need additional support.

Immediate Support: The troop leader must provide immediate support to the bullied Scout by offering emotional support and ensuring their safety. They should also confront the bully and address the behaviour, making it clear that cyberbullying will not be tolerated. The troop leader should provide resources for counselling or therapy if needed and work with the Scouts to create a safe and inclusive online environment for all members. It is also important for the troop leader to document the incidents of cyberbullying in case further action needs to be taken.

Additionally, the troop leader should encourage the Scouts to speak up if they witness any form of bullying or harassment and create a culture of respect and kindness within the troop. It is crucial to take any reports of bullying seriously and provide support to those who have been targeted.



SCOUTS[®]
Creating a Better World





SCOUTS[®]
Creating a Better World

© World Scout Bureau Inc.
APRIL 2024

World Scout Bureau
European Support Centre

Rue Henri-Christiné 5 CH-1205 Geneva 4
Switzerland
Tel: +41 22 705 1100
Fax: +41 22 705 1109

europa@scout.org
scout.org