**THE PHASES OF CRISIS REACTION**

*Taken from Effective Helping by Barbara Okun*

**PHASE 1**

The initial phase, in which one experiences the beginning of tension and attempts to use habitual kinds of problem solving to restore one’s emotional equilibrium and prior level of functioning.

**PHASE 2**

This phase is characterized by an increase in tension, leading to upset and ineffectual functioning when one’s habitual problem-solving strategies fail; at this phase, one attempts trial-and-error strategies to resolve the problem.

**PHASE 3**

This phase is characterized by increased tension requiring additional helping resources such as emergency and novel problem solving strategies; if one is successful at this phase, one is able to redefine the problem and resign oneself to it or resolve it.

**PHASE 4**

This phase occurs when the problem has not been resolved in the previous phases and may result in major disorganization and an emotional breakdown.

**Resolution may occur during any phase of the crisis. People in crisis can be receptive to change in a brief period of time and influenced and helped by positive, supportive relationships. Adaptive crisis resolution can result in positive, enduring change.**