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# Site To Download Assaulted Staff Action Program Asap Coping With The Psychological Aftermath Of Violence

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**KEY=VIOLENCE - KARTER MADELYNN**

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## The Assaulted Staff Action Program (ASAP) Coping with the Psychological Aftermath of Violence

As the level of violence has increased, many organizations have had the desire to create their own in-house peer-help victim debriefing team. The Assaulted Staff Action Program (ASAP) addresses this need. ASAP is a voluntary, peer-help, systems-wide, crisis intervention approach for coping with the psychological aftermath of violence. ASAP is a critical incident stress management approach that includes individual crisis counseling, large group debriefings, an employee victims' support group, employee-victim family out reach, and professional referrals when needed. ASAP is associated with providing needed support to employee victims and sharp reductions in the frequency of violence in many of the facilities where it is fielded. ASAP programs pay for themselves by means of sustained productivity, less medical and legal expense, and reduced human suffering. This book is a step-by-step manual that shows your organization how to design and field an ASAP program for its needs. The theory, the steps for design, and all of the forms necessary for implementation are included.

## The Assaulted Staff Action Plan (Asap)

The Assaulted Staff Action Program (ASAP) was developed by Dr. Flannery. It is a voluntary, peer-help, systems-wide crisis-intervention approach for coping with the psychological aftermath of violence. ASAP is a Critical Incident Stress Management approach that includes individual crisis counseling, group debriefings, an employee-victims support group, employee victim family outreach, and professional referrals when needed. This book is a step-by-step manual that shows you and your organization how to design and field an ASAP program for your needs.

## Disaster Mental Health Services

## A Primer for Practitioners

Psychology Press Disaster mental health is a growing field of practice designed to help victims and relief workers learn to effectively cope with the extreme stresses they will face in the aftermath of a disaster. The goal of disaster mental health is to prevent the development of long-term, negative psychological consequences, such as PTSD. This book assists clinicians and traumatologists in "making the bridge" between their clinical knowledge and skills and the unique, complex, chaotic, and highly political field of disaster. It combines information from a vast reservoir of prior research and literature with the authors' practical and pragmatic experience in providing disaster mental health services in a wide variety of disasters.

## Violence at Work

Routledge Workplace violence has emerged as a growing concern in today's interdependent political economy, and increasing attention is being paid to the phenomenon both by business and in the academic world to identifying its causes and to devise strategies to prevent it. In this book a distinguished international team, composed of both academics and practitioners, identify and address the key issues. It reviews the earlier literature on workplace violence, identifying and assessing key trends and patterns of violence at work, and reapplying traditional theories of victimisation and approaches to prevention, security and safety. Particular attention is paid to case studies which reflect innovative practice in prevention strategies, and in assessing informal frameworks which have been developed in response to this. Overall this book provides a foundation on which to base ways of better explaining, predicting, understanding and preventing workplace violence.

## Psychological Debriefing

### Theory, Practice and Evidence

Cambridge University Press A balanced critical review of psychological debriefing by an eminent international team, published in 2000.

## Workplace Disaster Preparedness, Response, and Management

Routledge Respond quickly and effectively to workplace trauma For years, employee assistance programs have been providing critical incidence stress management services to employees who have been involved in, or witness to, workplace fatalities and accidents that are likely to traumatize workers and affect quality of work and increase sick leave and health claims. Workplace Disaster Preparedness, Response, and Management presents successful strategies for rapid response to episodes of workplace violence, natural disasters, and acts of terrorism that have become all-too-common occurrences in the workplace. Workplace Disaster Preparedness, Response, and Management is a must read for professionals in the business of providing crisis response services and for employers responsible for planning and coordinating organizational responses to disasters. This unique book presents first-hand accounts from EAP program managers, Critical Incident Stress Management (CISM) professionals, and crisis managers on their trauma response techniques and from health professionals involved in the aftermath of Hurricane Katrina and the Sept. 11 attacks on the World Trade Centers and the Pentagon. Workplace Disaster Preparedness, Response, and Management examines: similar and dissimilar experiences of EAP professionals in responding to large scale traumatic events using military models in trauma response managing trauma in the South African mining industry trauma response techniques in high risk work settings compassion fatigue among professional helpers how various types of industries handle critical incidents EAP responses to natural disasters repetitious violence in the workplace organizational crisis intervention and much more Workplace Disaster Preparedness, Response, and Management also includes Bern Beidel's first-person account as EAP Director for the United States House of Representatives of the response to anthrax contamination in mailrooms and office buildings in the nation's capital.

## A Clinical Guide to the Treatment of the Human Stress Response

Springer Science & Business Media This updated edition covers a range of new topics, including stress and the immune system, post-traumatic stress and crisis intervention, Eye Movement Desensitization and Reprocessing (EMDR), Critical Incident Stress Debriefing (CISD), Crisis Management Briefings in response to mass disasters and terrorism, Critical Incident Stress Management (CISM), spirituality and religion as stress management tools, dietary factors and stress, and updated information on psychopharmacologic intervention in the human stress response. It is a comprehensive and accessible guide for students, practitioners, and researchers in the fields of psychology, psychiatry, medicine, nursing, social work, and public health.

## Handbook of Mental Health in the Workplace

SAGE A reference tool to assist researchers and academics in the fields of occupational psychology and human resource management. It includes papers from expert contributors that provide the latest research and up-to-date developments in this area.

## Behind the Badge

### A Psychological Treatment Handbook for Law Enforcement Officers

Routledge This volume is the logical follow-up to the military treatment handbook: Living and Surviving in Harm's Way. Sharon Freeman Clevenger, Laurence Miller, Bret Moore, and Arthur Freeman return with this dynamic handbook ideal for law enforcement agencies interested in the psychological health of their officers. Contributors include law enforcement officers with diverse experiences, making this handbook accessible to readers from law enforcement backgrounds. This authoritative, comprehensive, and critical volume on the psychological aspects of police work is a must for anyone affiliated with law enforcement.

## Managing Aggressive Behaviour in Care Settings

### Understanding and Applying Low Arousal Approaches

John Wiley & Sons A practical guide for health professionals and trainers, offering evidence-based low arousal approaches to defusing and managing aggressive behaviours in a variety of health care settings. Provides both an academic background and practical advice on how to manage and minimize confrontation Illustrates low arousal approaches and offers clear advice on physical restraint and the reduction of these methods Describes the evidence base for recommended approaches Includes a wide range of valuable case examples from a variety of care settings

## Crisis Intervention Handbook

### Assessment, Treatment, and Research

Oxford University Press As a result of the growing amount of acute crisis events portrayed in the media that impact the lives of the general public, interest in crisis intervention, response teams, management, and stabilization has grown tremendously in the past decade. However, there exists little to no literature designed to give timely and comprehensive help for crisis intervention teams. This is a thorough revision of the first complete and authoritative handbook that prepares the crisis counselor for rapid assessment and timely crisis intervention in the 21st century. Expanded and fully updated, the Crisis Intervention Handbook: Assessment, Treatment, and Research, Third Edition focuses on crisis intervention services for persons who are victims of natural disasters, school-based and home-based violence, violent crimes, and personal or family crises. It applies a unifying model of crisis intervention, making it appropriate for front-line crisis workers-clinical psychologists, social workers, psychiatric-mental health nurses, and graduate students who need to know the latest steps and methods for intervening effectively with persons in acute crisis.

## Psychiatric-Mental Health Nursing

Lippincott Williams & Wilkins Presenting a practical, student-friendly approach to essential skills and concepts, Psychiatric-Mental Health Nursing, 9th Edition, helps students confidently build a foundation for successful practice. Short chapters and a succinct, straightforward writing style make challenging concepts accessible, and entertaining cartoons and built-in study guide tools engage students while reinforcing their understanding. This thoroughly updated edition reflects the latest evidence-based information and an enhanced focus on clinical judgment to help students master specific nursing interventions, hone their therapeutic communication skills, and effectively apply concepts in any care setting.

## Psychiatric-Mental Health Nursing

Lippincott Williams & Wilkins A Practical Focus on the Skills and Concepts Essential to Your Success With an accessible, clear and student-friendly approach, Psychiatric-Mental Health Nursing clarifies challenging concepts and helps you build a foundation for working successfully with clients experiencing mental health challenges regardless of care setting. The text explores the full spectrum of psychiatric nursing, helping you master specific nursing interventions, hone your therapeutic communication skills and learn to apply content effectively within the framework of the nursing process. New! Unfolding Patient Stories written by the National League for Nursing put the nursing process in a realistic context to prepare you for successful client interactions and interventions. Clinical Vignettes familiarize you with the features of major disorders you are likely to encounter in practice. Therapeutic Dialogues help you perfect your communication skills with specific examples of nurse-client interactions. Best Practice boxes provide the latest evidence-based findings in psychiatric nursing. Self-Awareness features foster your personal and professional development through self-reflection. Concept Mastery Alerts clarify important concepts essential to your classroom and clinical success. Watch and Learn icons point you to corresponding true-to-life Lippincott® Theory to Practice Video Series videos for a richer understanding of important mental health disorders. Built-In Study Guide reinforces your understanding with multiple-choice questions, multiple-response questions and clinical examples at the end of each chapter. Nursing Care Plans demonstrate effective approaches for addressing specific client disorders. Drug Alerts highlight essential concerns related to psychotropic drugs. Warning boxes alert you to FDA considerations for specific medications. Cultural Considerations help you ensure culturally sensitive care for a wide range of client populations. Elder Considerations sections prepare you to care for the growing population of older adults. Client/Family Education boxes boost your teaching capabilities. Nursing Interventions detail key treatment strategies for specific disorders. DSM-5 Diagnostic Criteria boxes summarize the medical diagnostic features of specific disorders.

## The Oxford Handbook of Behavioral Emergencies and Crises

Oxford University Press The Oxford Handbook of Behavioral Emergencies and Crises includes the most up-to-date and valuable research on the evaluation and management of the most challenging patients or clients faced by mental health providers—individuals who are at high risk of suicide, of other-directed violence, or of becoming the victims of interpersonal violence. These are cases in which the outcome can be serious injury or death, and there can be negative consequences not only for the patient, but also for the patient's family and friends, for the assessing or treating clinician, and for the patient's clinic or medical center. Virtually all mental health clinicians with an active caseload will see individuals with such issues. This Handbook is comprised of chapters by leading clinicians, researchers, and scholars in this area of practice. It presents a framework for learning the skills needed for assessing and working competently with such high-risk individuals. Chapters draw a distinction between behavioral emergencies and crises, and between emergency intervention and crisis intervention. The book examines the inter-related aspects of the major behavioral emergencies; that is, for example, the degree to which interpersonal victimization may lead an individual on a pathway to later suicidal or violent behavior, or the degree to which suicidal individuals and violent individuals may share certain cognitive characteristics. This resource is not simply a knowledge base for behavioral emergencies; it also presents a method for reducing stress and acquiring skills in working with high-risk people.

## Aggression and Violence

### Approaches to Effective Management

Bloomsbury Publishing Aggression and violence directed towards staff in the caring services is a growing problem, and one that is receiving increasing attention. Despite the interest and concern, few successful approaches to the subject have been devised, leaving the majority of staff feeling vulnerable. This book addresses the issue of violence from a theoretical, organisational, legal and practice perspective in order to provide a framework for future practice in this area. Particular attention is paid to the provision of support for victims.

## Workplace Violence in Mental and General Healthcare Settings

Jones & Bartlett Publishers The American Psychiatric Foundation Manfred Guttmacher Award Winner for 2012. Workplace Violence in Mental and General Health Settings provides clinicians, health care administrators, law enforcement professionals and educators with an easily accessible, cross-disciplinary approach to preventing and controlling violence in the workplace. This book condenses the vast literature available on workplace violence and renders it operational—allowing readers to rapidly digest important concepts and put them into action in real-world settings. Workplace Violence in Mental

and General Health Settings draws on knowledge from fields beyond medicine to provide a comprehensive resource on everything from organizational and emergency room violence to self-defense techniques for the health care professional. More than any other, this book guides the reader from theory to practical application of prevention and management methods in the workplace. Key Features: - An explanation of violence terminology to enhance readability - New information on how workplace violence affects quality of care - Steps to manage high-volume emergency room violence - Specific training protocol to prevent workplace violence - A free CD-Rom containing sample workplace violence guidelines, powerpoints, internet links and more

## Psychological Effects of Catastrophic Disasters

### Group Approaches to Treatment

Taylor & Francis A thorough, user-friendly guide of basic knowledge and group interventions for psychological trauma from terrorist attacks and other catastrophic disasters There is relatively little literature on the psychological trauma caused by catastrophic disasters, including terrorist attacks and the impending threats of terrorism. Psychological Effects of Catastrophic Disasters: Group Approaches to Treatment fills that gap by comprehensively discussing ways to minimize the psychological damage resulting from catastrophic disasters as well as the trauma developed from the threat of future terrorist attacks. The book provides thorough presentations of almost manualized group methods for the prevention and treatment of the acute and longer-term psychological effects for children, adolescents, and adults. Appropriate treatment immediately after a catastrophe can diminish harmful psychological effects, enhance an individual's quality of life, decrease psychosomatic illnesses and the exacerbation of chronic medical conditions, increase the effective utilization of medical facilities, and decrease medical expenses. In this book, internationally renowned authorities provide practical expert suggestions and helpful examples to illustrate the interventions and provide a quick reference for professionals facing the aftermath of prospective terrorist disasters and other catastrophic events. Psychological Effects of Catastrophic Disasters: Group Approaches to Treatment is divided into four sections. The first section provides an overview of the book; the second discusses the foundations and broad issues which potentially affect the outcome of group treatment; the third section presents group models which address the particular needs of children, adolescents, parents, emergency service personnel, and mental health practitioners; and the fourth part considers future directions of treatment. Designed to be used as a comprehensive single source for professionals working with victims of trauma caused by terrorism or catastrophic disaster, this book can be read and used in its entirety, or specific chapters detailing treatments can be chosen and used independently as needed. Extensive references allow opportunities for further research. Psychological Effects of Catastrophic Disasters: Group Approaches to Treatment presents unique first-person accounts of September 11th and examines: the neurobiological effects of a traumatic disaster the effective use of psychotropic medication the implications of living with ongoing terrorist threats a new framework for preparedness and response to disasters and trauma for children and families cultural, religious, and ethnic differences related to the prevention and treatment of psychological sequelae the diagnosis and treatment of traumatic grief retraumatization, distressing reminders, and their effects on post-traumatic adjustment the knowledge trauma therapists need to integrate small group principles the diagnosis and group treatment of acute and long-term effects with adults and children the use of spiritual principles after a terrorist disaster or catastrophic event nine types of groups appropriate for specific populations Psychological Effects of Catastrophic Disasters: Group Approaches to Treatment is a timely, comprehensive reference for social workers, psychologists, psychiatrists, health professionals, mental health professionals, educators, and students. The royalties from this book shall be donated to organizations which provide direct services to those who continue to be affected by the events of September 11th, 2001 and Hurricane Katrina (August 29th, 2005).

### Annual Review of Women's Health

Jones & Bartlett Learning Volume III presents current findings on specific women's health topics, including sexual harassment, clinical trials in older women, menopause, violence against health workers, lesbian women's access to health care, community-based services for vulnerable populations, autoimmunity and gender effects, hypertension management, suicide in Latina female youth, domestic violence against women and children, female circumcision, and more.

### Critical Incident Stress Management in Aviation

Routledge Critical incident stress management (CISM) is now a well-established method in crisis intervention, and one that is clearly needed within aviation. However, there are many peculiarities in this branch of CISM which require thorough consideration. People working in high-reliability environments need to be sensitive to others' reactions to critical stress. They are the normal reactions of normal people in abnormal situations. However, to ensure this a proper programme must be put in place, based on a scientific and standardized approach. This book describes the various methods and elements of the CISM model, as well as their interventions. It also investigates the benefits of CISM on the individual level and on an organisational strategic level. It details CISM training and courses, and features a

case study based on the Überlingen accident of 2002. Critical Incident Stress Management in Aviation will be of direct relevance to human factors experts, safety managers, ATCOs and air navigation service providers, though there is also much that will be of interest to aviation physicians, psychologists and airport/airline managers.

## Recommendations for workplace violence prevention programs in late-night retail establishments

DIANE Publishing

### Prehospital Behavioral Emergencies and Crisis Response

Jones & Bartlett Publishers Prehospital Behavioral Emergencies and Crisis Response was designed to complement Jones & Bartlett Learning's Continuing Education series. This resource educates readers on the crisis and behavioral health issues of patients in the prehospital environment. Separated into three parts, coverage includes: the acute behavioral crisis, chronic mental health issues, and prehospital response. Prehospital Behavioral Emergencies and Crisis Response simplifies various types of diagnosed mental disorders such as mood, personality, eating, and sleeping, as well as schizophrenia and psychosis. This is a great resource for continuing education courses and is also appropriate for any basic, intermediate, or paramedic prehospital provider course. Important Notice: The digital edition of this book is missing some of the images or content found in the physical edition.

### Coping with Anxiety in an Age of Terrorism

Terrorism. It is a tragically informing reality of our times. As poet W. H. Auden characterized a different era "The Age of Anxiety," so ours is "The Age of Terrorism." Urban-transit systems post signs "if you see something, say something." The warning appears in several languages. Yet, paradoxically, there is as yet no known profile of a terrorist. This reassuring book is directed at two audiences: the hypervigilant public that ever anticipates the next random terrorist incident and professionals toward whom the public turns for support following such events. The message, from an expert on life-stress and violence, is sobering: Once the immediate danger has passed, it is necessary to make our understandable anxiety more tolerable so that we are not overcome by our fears of such terrorist events. This book shows how.

### Order from Chaos

### Responding to Traumatic Events

Policy Press In the aftermath of traumatic events, there is a need for improved understanding of the needs of individuals and communities. This new edition consolidates the core elements of good practice, while bringing theory and practice issues fully up-to-date.

### Client Violence in Social Work Practice

### Prevention, Intervention, and Research

Guilford Press Presenting practical strategies for violence assessment and prevention that are grounded in solid empirical research, this book guides social work practitioners and students to provide state-of-the-art treatment to aggressive clients while reducing violence risks. Effective methods are described together with specific recommendations for approaching, engaging, and intervening with potentially violent clients in both office and field settings. Skills development exercises, case analyses, and guidelines for developing and implementing an agency safety plan enhance the book's utility as a training text and professional resource.

## Effective Treatments for PTSD, Second Edition

## Practice Guidelines from the International Society for Traumatic Stress Studies

Guilford Press This book has been replaced by Effective Treatments for PTSD, Third Edition, edited by David Forbes, Jonathan I. Bisson, Candice M. Monson, and Lucy Berliner, ISBN 978-1-4625-4356-4.

## Psychiatric-Mental Health Nursing

Lippincott Williams & Wilkins Exploring the full psychiatric nursing curriculum, from theoretical foundations to interventions for commonly encountered disorders, Psychiatric Mental Health Nursing 6th Edition provides a practical focus on the skills and concepts students need for successful practice. Throughout the book, students have opportunities to practice specific nursing interventions, build therapeutic communication skills, and apply content within the framework of the nursing process. A study guide built into every chapter reinforces student learning and builds critical reasoning skills. The Sixth Edition is enhanced by new Best Practice boxes, new chapters, updated content, an increased focus on cultural considerations, a new design, and a new Psych Nursing Online Video Series that shows realistic patient scenarios and asks students to make decisions and answer questions about the video clip. In addition, the Sixth Edition is supported by online tools that cultivate deeper understanding and increased competency, including PrepU s adaptive quizzing and DocuCare, educational electronic health record software.

## Coping with Violence

## A Guide for the Human Services

Whiting & Birch Limited Coping With Violence teaches commonsense principles for the prevention and diffusion of violence against workers in any setting. It reflects Vaughan Bowie's 25 or more years experience of potentially violent work situations in mental health, welfare and youth services in such places as Western Sydney, the Bronx and Belfast. This expanded and fully revised second edition takes into account the latest research on this subject from around the world. It will be of real, practical use to all social work, youth work, probation, social care, education, social housing, nursing, and medical personnel in potentially violent situations.

## The Oxford Handbook of Clinical Psychology

Oxford University Press Featuring two chapter by editor David H. Barlow-one on changes during his own 40-year odyssey in the field, the other projecting ten themes for the future of clinical psychology -- Book Jacket.

## Abnormal Psychology

## Clinical Perspectives on Psychological Disorders

McGraw-Hill Humanities, Social Sciences & World Languages Focused, fresh, and engaging, this text captures student interest and facilitates comprehension through an integrated media program and the widespread use of current and highly relevant clinical case studies. The fifth edition Media Update includes Faces Interactive case studies directly in the text, linking information on the disorders in the text to our unique Faces Interactive Online. The text maintains the integrative approach to treatment using the biopsychosocial model, the emphasis on cases, and the succinct coverage that have been the foundations of the text's success. It also features a focused approach, with the goal of presenting only the most up-to-date and relevant research and clinical material.

## Employee Assistance Programs in Higher Education

Routledge Understand the challenges faced by university based EAPs and the strategies to effectively meet needs—and discover what works and what does not Academia is a diverse workplace unlike any other, and subsequently, employee assistance program (EAP) issues are unique. Employee Assistance Programs in Higher Education focuses on the unique challenges of employee assistance service delivery in a university setting. This handy resource discusses the evolution, development, and strategies in managing an EAP in academia while comparing the substantial differences in program application between academic settings and corporate settings. Discussions include outsourcing, support groups, implementation of services, and effective model frameworks. Employee Assistance Programs in Higher Education explores in depth how the difference of being an academic institution influences the administration of an EAP. Reducing costs, assessing the value of an EAP, faculty resistance to accessing EAPs, organizational and interpersonal problems, manager support groups to reduce stress, developing 'soft skills', and addressing the deaths of faculty, staff, and students are examined in detail. This unique resource is extensively referenced and includes tables to clearly present data. Topics in Employee Assistance Programs in Higher Education include: the evolution of the IAEAPE university EAP response to traumas on campus enhancing faculty access university EAPs and outsourcing creating a specialized EAP program comparison between academic and corporate cultures case study of the University of Saskatchewan EAP and more! Employee Assistance Programs in Higher Education is a comprehensive resource for academic administrators; benefit plan managers; university based EAP managers and directors; EAP, work/life, and wellness professionals; members of International Association of Employee Assistance Professionals in Education; Employee Assistance Professionals Association; Employee Assistance Society of North America; Association of Work Life Professionals; Society for Human Resource Management Schools of Social Work; educators in schools of social work, psychology, counseling education, and business.

## Taking Sides

## Clashing Views in Abnormal Psychology

McGraw-Hill/Dushkin From McGraw-Hill Contemporary Learning Series (formerly known as McGraw-Hill/Dushkin), this fourth edition of TAKING SIDES: ABNORMAL PSYCHOLOGY presents current controversial issues in a debate-style format designed to stimulate student interest and develop critical thinking skills. Each issue is thoughtfully framed with an issue summary, an issue introduction, and a postscript. An instructor's manual with testing material is available for each volume. USING TAKING SIDES IN THE CLASSROOM is also an excellent instructor resource with practical suggestions on incorporating this effective approach in the classroom. Each TAKING SIDES reader features an annotated listing of selected World Wide Web sites and is supported by our student website, [www.mhcls.com/online](http://www.mhcls.com/online).

## Violence in Mental Health Settings

## Causes, Consequences, Management

Springer Science & Business Media Despite improvements in service delivery, patient violence remains a major problem at mental health facilities. Focusing equally on causes, management, and prevention, this groundbreaking book thoroughly examines this crucial topic. The book reviews the latest theories of violence, proven prevention strategies, and examples of positive organizational change. The material is illustrated with graphs and clinical case examples, and coverage spans the range from patient rights to zero-tolerance.

## Mental Health Intervention and Treatment of First Responders and Emergency

## Workers

IGI Global The stress that comes with being a first responder has been known to lead to depression, anxiety, substance abuse, and suicide. However, few clinicians are informed about these health concerns and how to adequately treat them in this population. Therefore, there is an urgent need for practitioners to understand the latest information regarding treatments that will be useful to this specific population. Mental Health Intervention and Treatment of First Responders and Emergency Workers is an essential reference source that focuses on the latest research for diagnosing and treating mental health issues experienced by emergency personnel and seeks to generate awareness and inform clinicians about the unique circumstances encountered by these professionals. While highlighting topics including anxiety disorders and stress management, this book is ideally designed for clinicians, therapists, psychologists, psychiatrists, practitioners, medical professionals, EMTs, law enforcement, fire departments, military, academicians, researchers, policymakers, and students seeking current research on psychological therapy methods regarding first responders.

## Conflict and Crisis Communication

### Principles and Practice

Routledge Conflict and crisis communication is the management of a critical incident which has the potential for resolution through successful negotiations. This can include negotiating with individuals in crisis, such as those threatening self-harm or taking individuals hostage as part of emotional expression, and also critical incidents such as kidnapping and terrorist activities. By focusing on the empirical and strong theoretical underpinnings of critical incident management, and including clear demonstrations of the practical application of conflict and crisis communication by experts in the field, this book proves to be a practical, comprehensive and up-to-date resource. Discussion of relevant past incidents – such as the 1993 WACO siege in the United States – is used to enhance learning, whilst an examination of the application of critical incident management to individuals with mental disorder offers groundbreaking insight from clinicians working in this area. Conflict and Crisis Communication is an excellent source of reference for national and international law enforcement agencies, professionals working in forensic settings, and also postgraduate students with an interest in forensic psychology and forensic mental health.

## Digital Transformation and Human Behavior

### Innovation for People and Organisations

Springer Nature The digital transformation is impacting various aspects of how we live and work. Due to the pervasive effects of the digital revolution on firms and societies, both scholars and practitioners are interested in better understanding the key mechanisms behind the related challenges. This book presents a collection of research papers focusing on the relationships between technologies (e.g. artificial intelligence, social media, and the Internet of Things) and behaviours (e.g. social learning, knowledge sharing, and decision-making). Moreover, it provides insights into how the digital transformation may improve quality of personal life and work life within public and private organisations. The plurality of views offered makes this book particularly relevant for practitioners, companies, scientists, and governments. It gathers a selection of the best papers - original double-blind peer-reviewed contributions - presented at the annual conference of the Italian chapter of the AIS which was held in Naples, Italy, in September 2019.

## Counseling Crime Victims

### Practical Strategies for Mental Health Professionals

Springer Publishing Company "Dr. Miller's Counseling Crime Victims is extremely effective...and it will occupy a central spot on my bookshelf...It is really a golden find." --Society for Police and Criminal Psychology "Here is the gold standard - the book for mental health clinicians helping crime victims sort through one of life's most difficult and traumatic experiences.--Richard L. Levenson, Jr., Psy.D., CTS

Licensed Psychologist, New York State As more and more mental health professionals are becoming involved in the criminal justice system - as social service providers, victim advocates, court liaisons, expert witnesses, and clinical therapists - there has not been a commensurate improvement in the quality of text material to address this expanding and diverse field. Until now, students and practicing professionals have had to content themselves with either overly broad texts on criminology or trauma theory, or exceeding narrow tracts on one or another sub-area of victim services. Counseling Crime Victims provides a unique approach to helping victims of crime. By distilling and combining the best insights and lessons from the fields of criminology, victimology, trauma psychology, law enforcement, and psychotherapy, this book presents an integrated model of intervention for students and working mental health professionals in the criminal justice system. The book blends solid empirical research scholarship with practical, hit-the-ground-running recommendations that mental health professionals can begin using immediately in their daily work with victims. Counseling Crime Victims is a practical guide and reference book that working mental health clinicians will consult again and again in their daily practices. This book will also be of use to attorneys, judges, law enforcement officers, social service providers and others who work with crime victims in the criminal justice system. It can also serve as a college- and graduate-level text for courses in Psychology and Criminal Justice. Key Features of this Book: Victim assistance is becoming a full-fledged field for social workers and counselors A practical, hands-on guide which offers counselors techniques for dealing with victims of a wide variety of crimes Shows counselors how to guide their clients through the legal and judicial system

## Crisis Intervention Strategies

Cengage Learning Based on the authors' extensive experience in crisis intervention and teaching crisis intervention courses, this authoritative text presents the latest skills and techniques for handling crisis situations. CRISIS INTERVENTION STRATEGIES, 8th Edition features the authors' task model, which illustrates and elucidates the process of dealing with people in crisis. Using this model, the authors build specific strategies for handling a myriad of different crisis situations, accompanied in many cases with dialogue that a practitioner might use when working with the individual in crisis. Two new chapters systematically illuminate the topics of families in crisis and legal and ethical issues in crisis intervention. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

## Index Medicus

## Psychiatric Services

## A Journal of the American Psychiatric Association

## Understanding Occupational & Organizational Psychology

SAGE Understanding Occupational and Organizational Psychology provides full coverage of the British Psychological Society's training requirements for becoming a chartered occupational psychologist and complies with European training guidelines for industrial, work, and organizational psychology. This book will prompt and inspire further reading and research as well as ideas for dissertations, problem formulation and the creative application of knowledge to various situations.