



CCN LEADERSHIP TRAINING SERIES LEADERSHIP SEMINAR NOVEMBER 15, 2001

Grief and Crisis Counseling: Ministering to the Hurting

H. Norman Wright

I. Loss is full of trials and tribulations. Loss is a necessary and normal part of our lives and begins in childhood

II. Distinguish between Loss, Crisis, and Trauma

A. Loss produces an _____, _____, and _____

B. Crisis throws us off _____ and into a state of _____
and _____

Four phases of a Crisis:

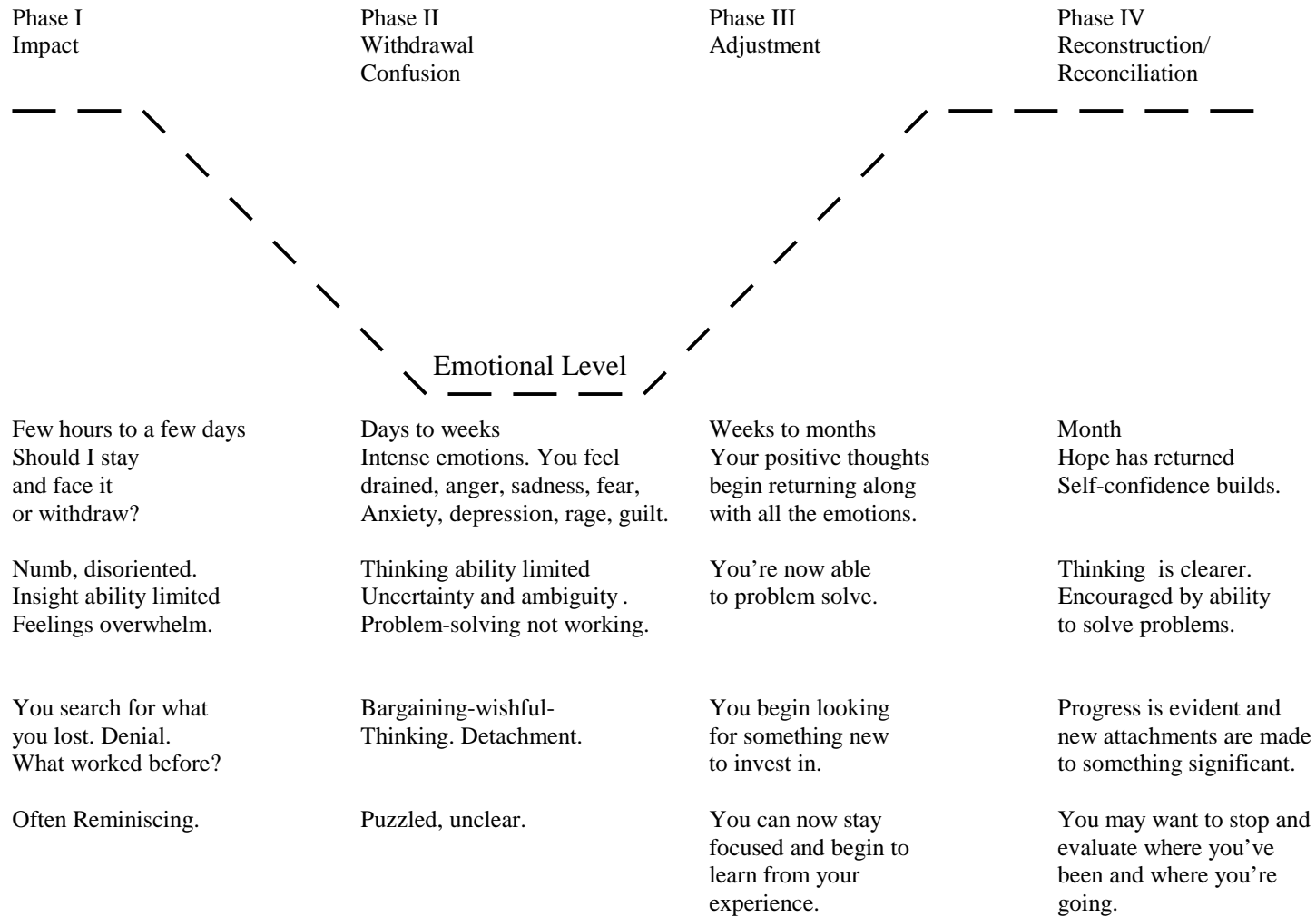
- 1.
- 2.
- 3.
- 4.

C. Trauma is a _____

Characteristics of a Trauma

1. Trauma is a _____ from safety
 - It's invasive – invades all areas of our life
 - It must be dealt with in a unique way for each one
2. It's _____ – You think you're dropping your child off at daycare or high school or your spouse goes to work or a parent boards a plane
3. Every new trauma activates the _____
It taps into all the old stuff

The Normal Crisis and Sudden Loss Pattern



Submit questions to CCN's presenters by

Phone: 650-938-7802

Fax: 650-960-8527

Email: questions@ccnonline.net

- 4. Trauma means that _____ will be the same again
- 5. Pain will not last forever – it will _____
- 6. Half to two-thirds of victims _____ in a positive way
 - Develop a greater appreciation for life
 - Deepen spiritual beliefs
 - Feel stronger
 - Build closer relationships
- 7. Those who recover –
 - They see the event as a _____, not an overwhelming problem
 - They're optimistic
 - They _____ with people

III. How Do Loss, Crisis and Trauma Impact the Brain?

The Losses of Life

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

A. Ambiguous loss is the most devastating. Why?

- 1. The loss is _____ - doesn't make sense and you can't problem-solve.
- 2. You can't _____ to the loss so the family freezes in place.
- 3. Family is _____ the rituals that support a real loss.
- 4. It reminds you that life isn't fair.

- 5. There's an endless _____ in some cases. Frozen grief. Can't make the detachment necessary.
- 6. Ambiguous losses can _____ -- It's a distressing event outside the realm of ordinary human experience. A family alternates between hope and helplessness. It's not _____. They dread the death, but want closure.

B. The Five Major Loss Events of Life

- 1.
- 2.
- 3.
- 4.
- 5.

V. Grief and Sorrow

A. Grief is defined as: _____

B. Mourn is: _____

C. Four Damaging Myths of Grief

- 1.
- 2.
- 3.
- 4.

VI. How To Help Others

A. Help them _____ about what they experienced –

- Help them tell their own story
- Help them face the loss – “Tell me what happened.”

B. Listen – Be sensitive to their personality

- James 1:19; Prov. 18:13

- C. Acknowledge the _____ of what they've experienced, call it trauma. A trauma will produce symptoms in almost everyone – It's a normal response to an abnormal situation. Trauma means wounding.
- D. In a trauma the impact and withdrawal confusion stage will be stretched out for...
- E. You could educate the person about the symptoms of a Crisis or Trauma. It's all right to be upset or distressed. If they weren't, it could be worse – They would be silent screamers.
- F. Ask "What were your thoughts or what went through your mind when this happened?" Always talk about _____ first.
- G. "What's the worst part of this for you?"
"What was your reaction or response to this?"
"What were the feelings all this created?"

Help the person to identify and express _____

SUGGESTED QUESTIONS

1. "When does the depression tend to occur? Is it morning, afternoon, evening or night? Is it weekdays, weekends or holidays? What is happening when you feel depressed? Are you at a particular place doing a specific thing? Are you with someone? If so, who?"
2. "Now that this has occurred, how do you think it will change your life?"
3. "What are the options you have to handle this change?"
4. "What is the worst thing you can imagine happening?"

SUGGESTED PHRASES

1. "I don't want you to worry about crying in front of me. It's hard to feel this sad and not express it in tears. You may find me crying with you at times."
 2. "I hope you feel the freedom to express you loss in tears in front of me. I won't be embarrassed or upset. I just want to be here with you."
 3. "If I didn't see you cry, I would be more concerned. Your crying tells me you are handling this."
- H. Paraphrase or reflect back what happened and how the person felt about it at the appropriate time.

I. Help them talk concretely.

1. Remember they mix past, present and future together.
2. Your goal is to ease some of the emotional stress of that moment as well as normalize what they are feeling. "It's normal to feel like you're losing control."

J. Educate them – What to Expect

1. How trauma impacts our thinking ability

- Confusion
- Poor Problem Solving
- Distractibility
- Inattention
- Difficulty with Simple Arithmetic
- Hypervigilance
- Disorientation of Time, Place or Person
- Heightened or Lowered Alertness

2. How trauma impacts our behavior

- Difficulty Sleeping
- Nightmares
- Appetite Disturbance
- Hypervigilance
- Startle Response
- Withdrawal from Crowd
- Isolation

3. The emotional reactions created by trauma

- Guilt
- Anger
- Fear
- Anxiety
- Shock

4. Physical- Our immune system takes a hit

- Disbelief
- Sadness
- Hopelessness
- Irritability
- Numbness

ONGOING STEPS

- K. Generate possible _____ “What do you think we can do?”
- L. Break the problem down into _____
- M. Confront the _____
- N. Identify acceptable _____
- O. Make a contract for action _____

VII. WHAT DOES THE HURTING PERSON NEED TO DO?

- A. Acknowledge and understand the loss
- B. Experience the _____
- C. React to the separation from what they’ve lost
- D. Readjust to their _____ without whatever or whomever they lost
- E. Change their _____ to what they lost and their investment in what was lost
- F. Learn to say _____

VIII. WHAT YOU CAN DO TO HELP A PERSON

- A. Use the Ball of Grief
- B. Use an _____
- C. Use a Grief Recovery _____
- D. List what needs to be done and when
- E. If needed use a “time of crying”

- F. Write 1000 one-liners and the answer machine
- G. Use the _____
- H. Use _____ to grieve
- I. Don't put a timetable on grief
- J. Watch out for ambush or triggers

Contact Information:

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Resources

(To order Norm Wright's resources, you can contact Christian Marriage Enrichment at **800-875-7560** or go to his website at www.hnormanwright.com.)

Crisis Counseling by H. Norman Wright

Crisis Care I – II videos by H Norman Wright

Helping Others Recover from Loss and Grief – curriculum by H. Norman Wright

Recovering from the Losses of Life, by H. Norman Wright

Recommended Reading

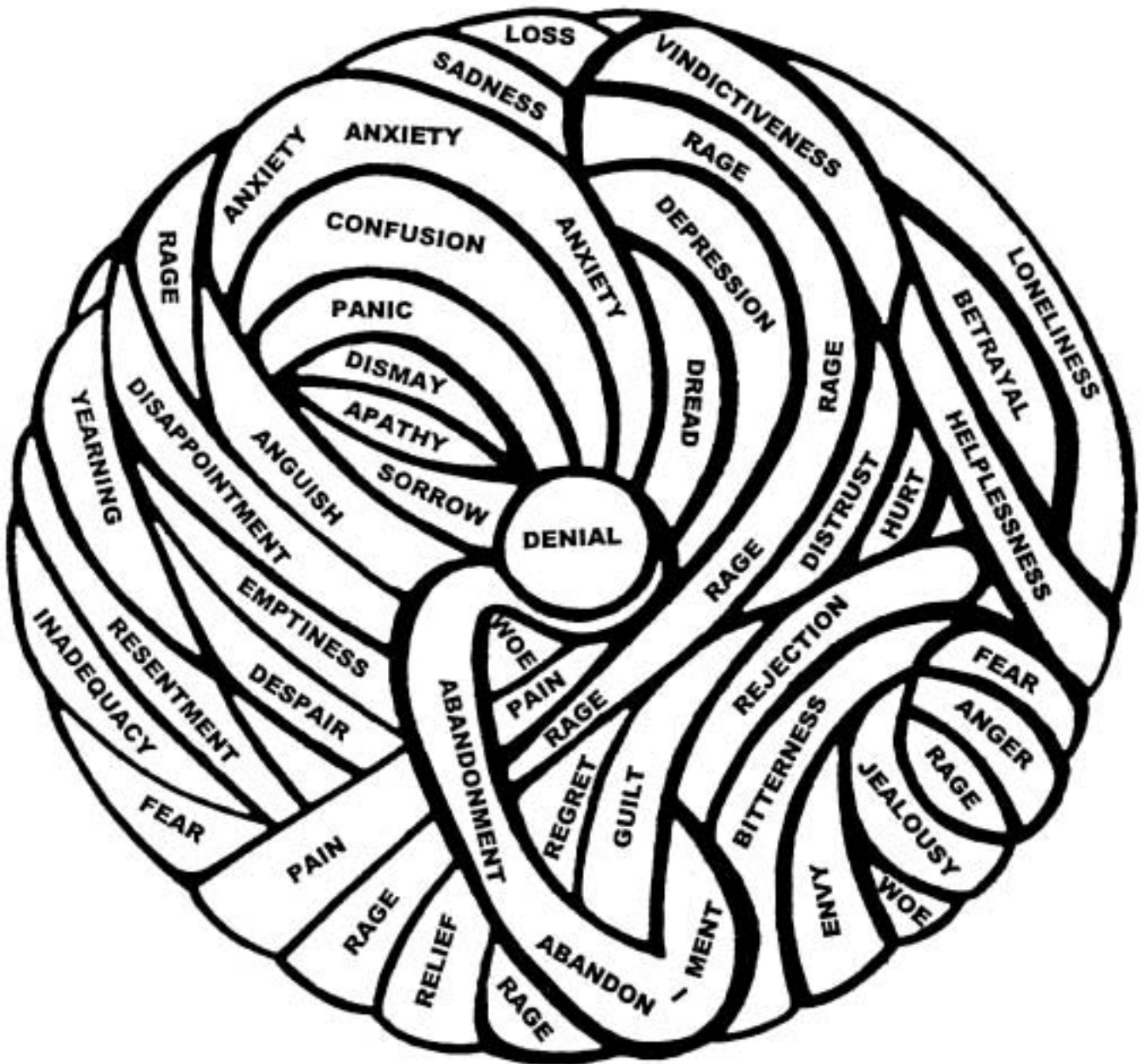
(*These resources are helpful for ministers and caregivers)

- A Clinical Handbook Practical Therapist Manual For Assessing Adults with PTSD* by Donald Meichenbaum, Ph.D. University of Waterloo, Dept. of Psychology, Waterloo, Canada N2L 3G1 519-885-1211. ** Very complete
- **A Grace Disguised* by Gerald Sittser (Zondervan, 1996).
- **Bereavement* (magazine) Bereavement Publishing, Inc, 5125 N Union Blvd, Ste #4, Colorado Springs, CO 80918, 888-604-4673
- Beyond the Storm* by Dr Jerry Jones (Howard Publishers).
- Compassion Fatigue* Edited by C.R. Figley (Brunner/Mazell).
- **Crisis Counseling* by H. Norman Wright (Regal Books, 1993).
- Dr. Play Well's Game Collection* (Child's Work, 800-92-1141)
- The Family Therapy Networker* 8528 Bradford Rd, Silver Springs MD 20901-9955, see July/August 1996 issue on PTSD
- **Getting to the Other Side of Grief*, by Zonnebelt-Sneenge and DeVries (Revell)
- Grief, Dying and Death--Clinical Interventions for Caregivers* by Rando (Research Press, 1984)
- Grieving the Loss of Someone You Love*, Mitsch and Brookside (Servant Publications)
- Helping Others Recover from Losses and Grief* – Curriculum, by H. Norman Wright (Christian Marriage Enrichment, 2001)
- Helping Traumatized Families* by C.R. Figley (Josey Bass, 1989).
- I Can't Get Over It - A Handbook for Trauma Survivors* by Aphrodite Matsakis (New Harbinger Publications, 1992) Excellent
- **Letters to a Grieving Heart*, by Billy Sprague (Harvest House, 2001)
- Losses in Later Life - A New Way of Walking With God* by R. Scott Sullender (Paulist Press, 1989)
- **Making Peace with Your Past*, by H. Norman Wright (Revell, 1998)
- **Recovering From the Losses of Life* by H. Norman Wright (Revell, 1991)
- **Helping Others Recover from Losses and Grief* - Curriculum by H. Norman Wright (Christian Marriage Enrichment, 2001—a complete Teaching Curriculum)
- Men and Grief* by Carol Staudacher (New Harbinger Publications, 1991)
- Seasons of Grief*—Catalog with Grief Resources (Centering Corporation, 402-553-1200)
- The 1996 National Directory of Bereavement Support Groups and Services* edited by Mary M Wong (ADM Publishing, PO Box 751155, Forest Hills, NY 11375-8755, 718-657-1277)
- Trauma* by Robert Hicks (formerly titled Silent Scream) (Revell, 1995)
- **When Children Grieve*, by James and Friedman (Harper & Row)
- **When Heaven Is Silent* by Ronald Dunn (Thomas Nelson, 1994)
- When Trauma Hits*, by Jill Riethmeyer (For teaching materials on trauma contact Jill Riethmeyer, 2808 Goldberry Circle, Bryan, TX 77807, 409-823-2153) Excellent Resource

(**Call Institute of Behavioral Healthcare in Portola Valley, CA for Dr Meichenbaum's seminar 415-851-8411.)

GRIEF...

A TANGLED "BALL" OF EMOTIONS



Biblical Insights for Understanding Grief

The Bible dignifies grief by presenting it as a God-given, therapeutic response to loss.

God grieves

- The Father grieves over evil in Noah's day (Gen. 6:6)
- The Son grieves over the death of Lazarus (John 11:35-38)
- The Spirit grieves over believers' sin (Eph. 4:30)

God responds to our grief

- Recording our tears (Ps. 56:8)
- Sympathizing with our weakness (Heb. 4:15-16)
- Eventually ending our griefs (Isa. 65:19, Rev. 21:4)

Grief measures the meaning of our attachments

- Our attachment to friends (John 11:36)
- Our attachment to family (Gen. 50:1)

Grief potentially interrupts life's routines

- Leaving mourners with little appetite (2 Sam. 12:17)
- Causing mourners to wish for death (2 Sam. 18:33)
- Multiplying mourners' illness and death (1 Sam. 4:18-22)

Grief potentially persists over an extended period of time

- For seven days (Gen. 50:10)
- For thirty days (Num. 20:29)
- For seventy days (Gen. 50:3)

Grief is potentially expressed in a variety of ways

- Before a loss (Matt. 26:37-38)
- By shock, numbness, or denial (Mark 8:31-32)
- In anger (Job 10:9)
- Through bargaining (Isa. 38:1-22)
- With depression (2 Sam. 12:16-18)
- With acceptance (Phil. 1:12, 21-24; 4:11-13)

Grief is potentially facilitated by various expressions

- Through songs (2 Sam. 1:17-27)
- Through poetry (Lam. 1-5)