

STAGES OF EMOTIONAL RESPONSES

1. Dealing with Catastrophic Events

Crisis/Chaos/Shock
Denial: "normalizing"
Hoping Against Hope

NEEDS:

*Support *Comfort *Empathy for confusion
*Help finding resources *Crisis intervention
*Prognosis *Empathy for pain *NAMI

2. Learning to Cope

Anger/Guilt/Resentment
Recognition
Grief

NEEDS:

*Vent feelings *Keep hope *Education
*Self-care *Networking *Skill training
*Letting go *Co-op from System *NAMI

3. Moving into Advocacy

Understanding
Acceptance
Advocacy/Action

NEEDS:

*Activism *Restoring balance in life
*Responsiveness from System *NAMI