

Abstract

Bachelor thesis „Applying skills acquired from complete crisis intervention training – participants’ experience after 4 months“ aims at the experience of participants in how they applied the acquired skills within 4 months after a 150-hour complete crisis intervention training organised by a nonprofit organisation „Děčko Liberec, z. s. “. The theoretical part has three chapters and the practical part has another one. The first chapter introduces crisis, crisis intervention, the role of the intervention provider and chosen ethical problems. The second chapter deals with the history of crisis intervention, phone crisis services, crisis services face to face and professional organisations and it offers a database of registered social services of crisis aid and of phone crisis aid. The third chapter discusses the nonprofit organisation „Děčko Liberec, z. s.“, introducing its complete crisis intervention training and graduate’s competences.

The practical part contains quantitative research in two questionnaires, one of them carried out in October 2017 and the other one 4 months later. The survey monitors comparison of participants’ expectations and their realisations in the field of working in crisis aid services, frequency of meeting clients in crisis and applying three chosen skills.