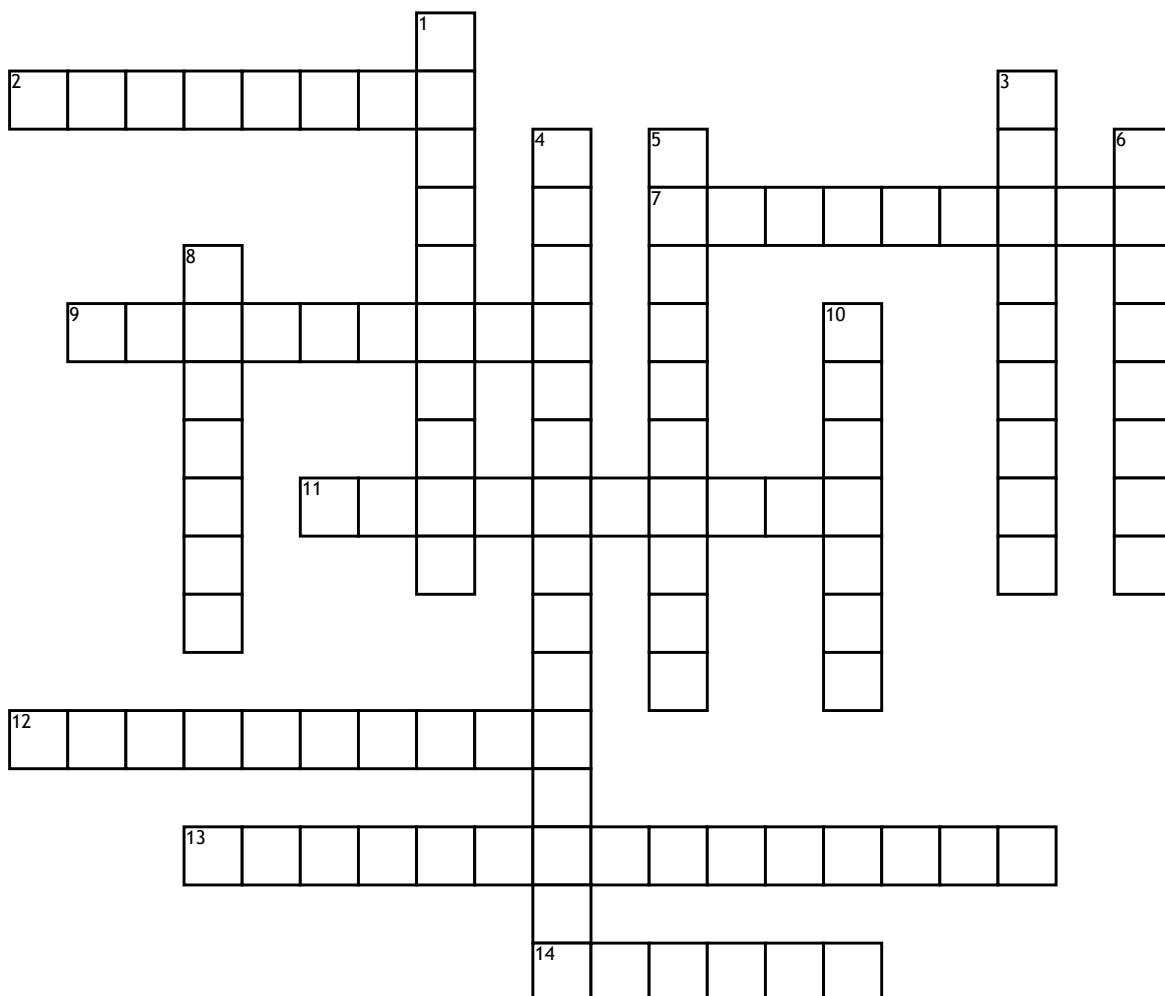


Name: _____

Date: _____

CISM



Across

2. This is a sign of physical stress

7. The fourth step in the SAFER model; teaching was to manage symptoms

9. This is a sign of cognitive stress

11. "_____ " understanding; The third step of the SAFER model

12. "_____ " stress is what can happen when a person experiences multiple critical incidents over a long period of time

13. What's said to CISM, stays with CISM

14. emotional shock following a stressful event or a physical injury

Down

1. the psychological quality that allows some people to be knocked down by the adversities of life and come back at least as strong as before

3. The first step in the SAFER model; help the person to feel safe

4. The second step of the SAFER model; listen to reactions of the event

5. This communication technique is used to identify the speaker's feelings based on verbal and/or nonverbal cues

6. The last step of the SAFER model; provide follow up with the Doc

8. This is a sign of emotional stress

10. This communication technique promotes speech without saying a word