

Predictable Stages of Emotional Reactions

I. Dealing with the Catastrophic Event

Crisis/Chaos/Shock

Denial; “normalizing”

Hoping against hope

Needs: Support
Empathy for confusion
Early intervention
Empathy for pain

Comfort
Help finding resources
Prognosis
NAMI

II. Learning to Cope

Anger/Guilt/Resentment

Recognition

Grief

Needs: Vent feelings
Education
Networking
Letting go
Keep hope

Self-care
Skill training
Co-operation from
system
NAMI

III. Moving into Advocacy

Understanding

Acceptance

Advocacy/Action

Needs: Restoring balance in life
Responsiveness from system

Activism
NAMI



Basics
Family-to-Family
Family Support Group
Provider Education