

Interpersonal Characteristics of an Effective Peer Crisis Responder

These are interpersonal characteristics that will contribute to effective crisis response. None of us is excellent in every area. The goal is to identify those areas that are relative strengths and weaknesses for each of us and to commit to growing in those areas where we are not as strong.

1. Spiritual Maturity – I rely on God’s Word and God’s strength, recognizing that it is only in abiding in the Vine that I am able to bear fruit.

2. Emotional Maturity – I actively work through personal struggles and pain thereby gaining wisdom from personal suffering. I am able to be with others who are suffering without avoiding them or needing to give them superficial responses.

3. Confidentiality – I am trustworthy with others’ information and I understand when this information should not be shared with others.

4. Grace-filled – I understand that we all have different ways of thinking and behaving. I accept and affirm others even when they have different opinions and beliefs.

5. Teachable and humble – I am able to receive input from others. I am willing to grow and learn new ways of doing things.

6. Tolerance for ambiguity – I understand that some things cannot be explained or immediately understood. I understand that when people are in emotional pain, it may take time for a solution to become evident. I listen without providing quick answers.

7. Communication - I listen well and express thoughts clearly, concisely and in a caring manner.

8. Team player – I am willing to work alongside others. I can take leadership but I can also follow the authority of others.

9. Forgiveness – I am able to forgive without hesitation, even before asked. I take responsibility for wrongs I have done or hurts I have caused. I humbly seek forgiveness from others.

10. Analytical skills – I am observant of behavior and process. I am able to assess what is most relevant in a crisis situation and apply this assessment to making decisions and recommendations.