### Predictable Stages of Emotional Response to Trauma

1. **Dealing with Catastrophic Events**
   - Crisis
   - Chaos
   - Shock
   - Denial
   - “Normalizing”
   - Hoping against Hope

   **Needs:**
   - Support
   - Comfort
   - Empathy for confusion
   - Help finding resources
   - Early intervention
   - Prognosis
   - Empathy for pain

2. **Learning to Cope**
   - Anger
   - Guilt
   - Resentment
   - Recognition
   - Grief

   **Needs:**
   - Vent feelings
   - Self-Care
   - Education
   - Skill training
   - Networking
   - Letting go
   - Cooperation from system
   - Keep hope
   - NAMI

3. **Moving into Advocacy**
   - Understanding
   - Acceptance
   - Advocacy
   - Action

   **Needs:**
   - Restoring balance to life
   - Activism
   - Response from Systems
   - NAMI
**AGENDA**
- WELCOME
- READ: PRINCIPLES AND GUIDELINES
- CHECK-IN
  (1-2 MINUTE LIMIT)
- GROUP DISCUSSION
- CLOSING

**GROUP GUIDELINES**
1. Start and stop on time
2. Time limit for introductions:
   1 to 2 minutes
3. Absolute confidentiality
4. Be respectful
5. Be mindful of others;
   *no* monopolizing
   *no* cross talk
6. Let’s keep it in the here and now
7. Empathize with each other’s situation.

**NAMI Support Group Model**

**PRINCIPLES OF SUPPORT**
1. We will see the individual first, not the illness.
2. We recognize mental illnesses are medical illnesses that may have environmental triggers.
3. We understand that mental illnesses are traumatic events.
4. We aim for better coping skills.
5. We find strength in sharing experiences.
6. We reject stigma and do not tolerate discrimination.
7. We won’t judge anyone’s pain as less than our own.
8. We forgive ourselves and reject guilt.
9. We embrace humor as healthy.
10. We accept we cannot resolve all problems.
11. We expect a better future in a realistic way.
12. **We will never give up hope!**