The motivation for writing my thesis was the need to introduce methods of crisis intervention in two forms - face to face crisis intervention and telephone crisis intervention. I think that it gradually began to show how important it was to show the full concept of the method. The context is where we meet the clients in the highest point of this crisis, the area of psychosocial crisis assistance, offering emergency services (I do not mean just workplace, but also forms in which we can offer crisis assistance to clients and possibilities of crisis intervention in the work for social workers).

The aim of my thesis is to bring this concept to those who want to learn about these themes more and to those who may find themselves alone in crisis.

Key words

• crisis intervention
• crisis
• personality of a social worker
• social worker
• social worker training