

**Abstract:**

The first chapter of the theoretical part of this master's thesis summarizes basic knowledge about crises. The second chapter deals with ways of protecting people from crises. It covers defence mechanisms, coping strategies and social support. Chapter 3 describes specialist help for people suffering crises, and provides a summary of basic information about crisis intervention. The next chapter deals with children in crisis situations, major types of stress situations for children, their manifestations and their consequences for the child's psyche and behaviour. The final chapter of the theoretical part of the master's thesis deals with ways of intervening in crises in the school environment. The practical part of the master's thesis is an empirical study in the form of semi-structured interviews with lower secondary stage teachers. The interviews investigate the experience and the preparedness of teachers for resolving crisis situations in the school environment. The research carried out in this project provides material for an analysis of the interviews.

**Keywords:**

crisis, crisis intervention, defence mechanisms, coping strategies, skills for crisis intervention.