

# 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:** Venting feelings  
Education  
Networking  
Letting go  
Keeping hope

Self-care  
Skill training  
Cooperation 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