



## Emotional Stages of Recovery

### I. Dealing with Catastrophic Events

Crisis/Chaos/Shock  
Denial; “Normalizing”  
Hoping against Hope

### Needs

Support  
Comfort  
Empathy for confusion  
Help finding resources  
Crisis management  
Reassurance  
Empathy for pain  
Permission to be numb  
Hope  
NAMI

### II. Learning to Cope

Anger/Guilt/Resentment  
Recognition  
Grief

### Needs

To permit and vent feelings  
To keep hope  
Education  
Self-care  
Networking  
Skill training  
To let go  
To learn the system  
Hope  
NAMI

### III. Moving into Advocacy

Understanding  
Acceptance  
Advocacy/Action

### Needs

To restore balance in life  
Responsiveness from the system  
To find meaning  
A sense of empowerment  
Activism  
Hope  
NAMI