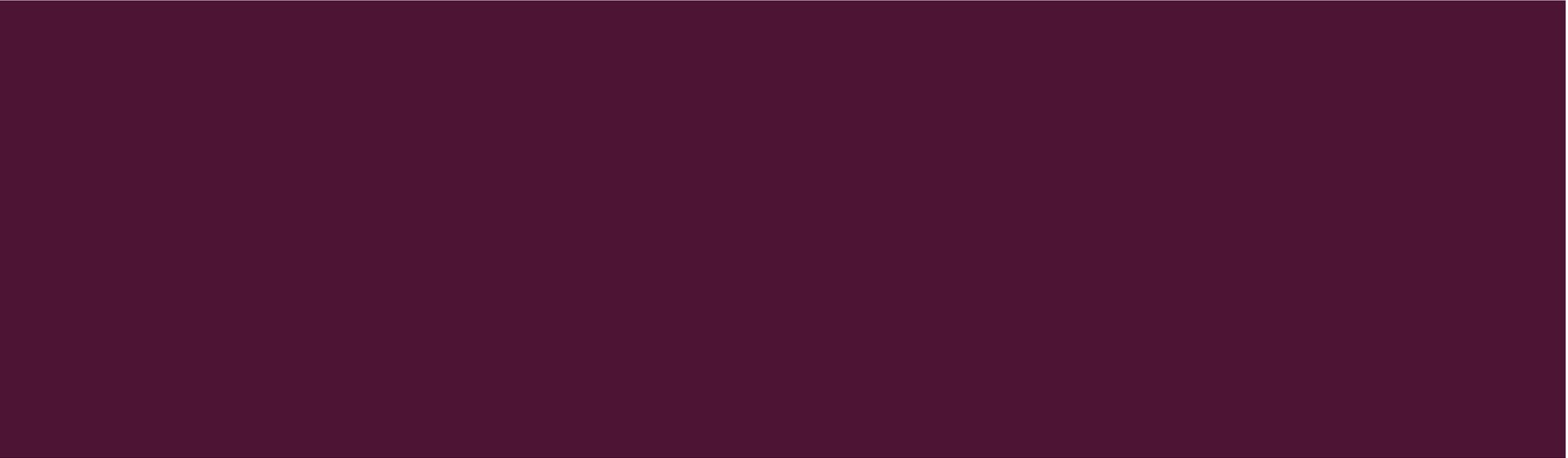




VERBAL DE-ESCALATION

PRESENTED BY: REBECCA SAULS, MSW

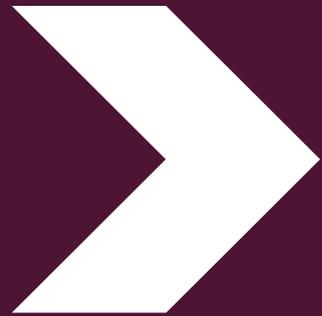


WELCOME



Introductions

1. Name/Pronoun
2. What service do you provide in your organization?
3. Something interesting about you?



LEARNING OBJECTIVES

LEARNING OBJECTIVES

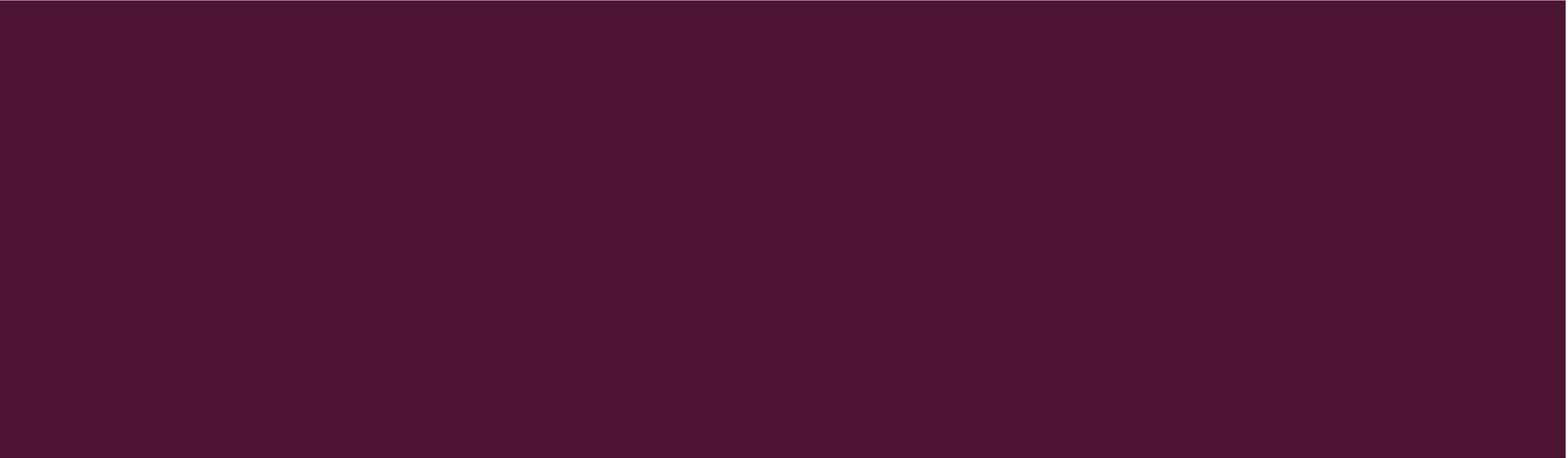
- I. UNDERSTAND Verbal De-escalation and the escalation cycle
- II. GROUND When is it a crisis and how to prepare as a caregiver?
- III. DE-ESCALATE learn verbal, physical and general strategies for de-escalation
- IV. PHONE DE-ESC Learn to manage escalation over the phone

WHAT IS VERBAL DE-ESCALATION

- A method of using verbal communication and body language to stabilize, slow or reduce the intensity of a conflict to prevent potential violence
- communicating with an agitated person with the intent to understand, manage and resolve their concerns without use of physical force.



UNDERSTANDING ESCALATION



ESCALATION OCCURS WHEN PEOPLE FEEL :

- THREATENED & AFRAID
- TRIGGERED &/OR OVERWHELMED
- OUT OF CONTROL
- MINIMIZED & INVALIDATED
- DISRESPECTED & ATTACKED
- IGNORED & NOT LISTENED TO
- UNWANTED & REJECTED
- ENTITLED

SIGNS OF ESCALATION

Verbal

- Raised voice/yelling/swearing
- Mumbling to themselves
- Threatening
- Aggressive tone

Behavioral

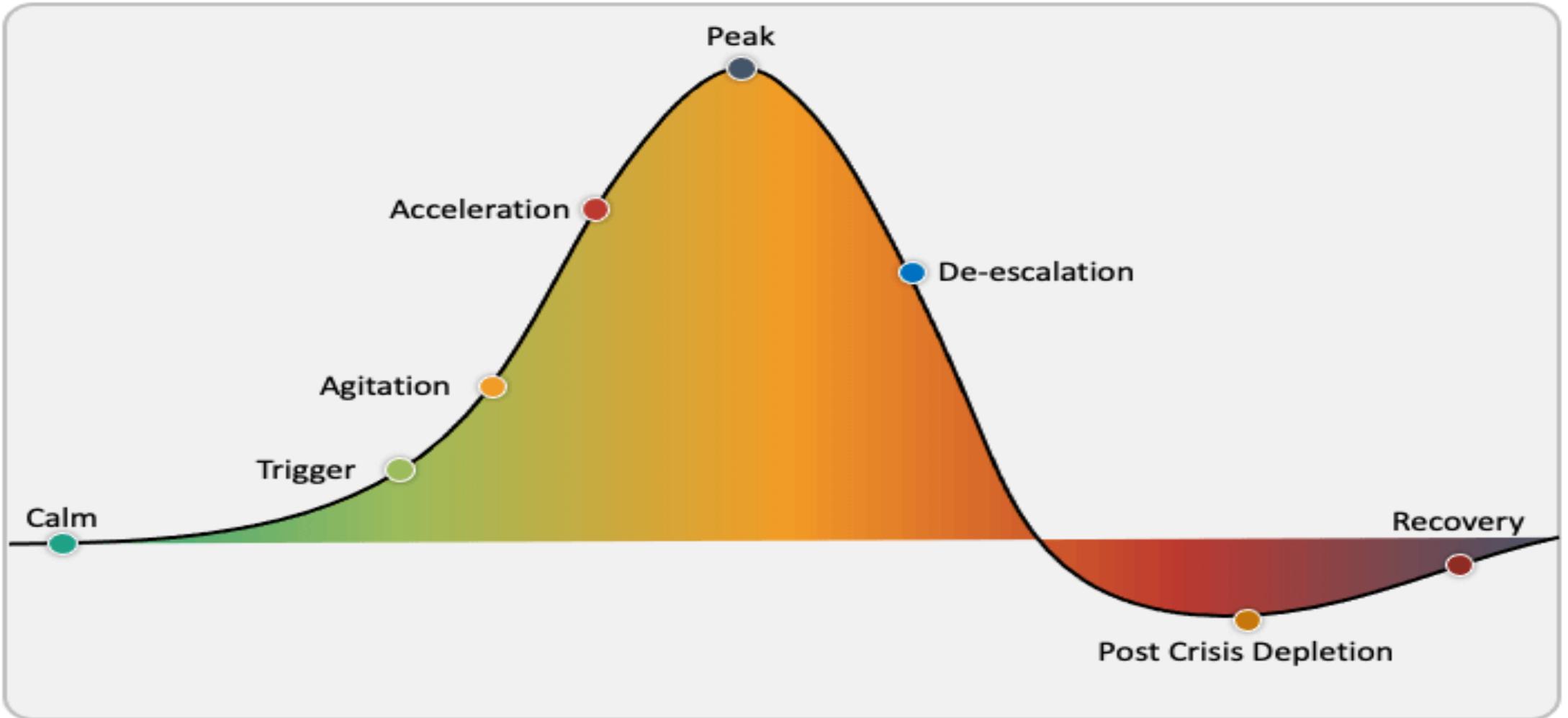
- Unkept
- Closed body language
- Aggressive
- Heavy breathing
- Pacing
- Fear (expression)
- Sudden changed in behavior
- Substance abuse

WHAT ARE COMMON TRIGGERS FOR
ESCALATION IN THE CLIENTS YOU WORK
WITH?



ESCALATION CYCLE

Enter your sub headline here





BEFORE YOU ENGAGE - GROUNDED CAREGIVING



BEFORE ENGAGING

- Calm/ground yourself
- Assess the environment for safety and exits
- Remove bystanders or relocate the client
- Use non-threatening body language (respect personal space)
- Know your limits, triggers and warning signs
- Ask for help when needed
 - disengage when you feel unable to manage your reactivity
- Practice grounding techniques based on your crisis response
- Process the experience and debrief with the appropriate people

Ground & Self-Regulate



Ground yourself!

- 1) 3 deep breaths
- 2) Orient
 - a. Where are you?
 - b. What do you hear, smell, taste, see, touch (what are you sitting on)
 - c. Who are you?
- 3) Debrief with appropriate people
- 4) I have done all I can, and it is enough!

5



4



3



2



1



TYPES OF GROUNDING

- 1. Mental (focusing your mind)
- 2. Physical (focusing your senses)
- 3. Soothing (talking to yourself in a very kind way)

List 3 grounding strategies you are committed to learning, practicing, and applying.

DEEP LISTENING

- Fully focus on the speaker
- Set the intention to understand
- Clarify / reflect / restate
- Validate feeling

- Avoid
 - Interrupting – keep lips closed – take notes
 - Suspend Judging
 - Sending Solutions
 - Avoiding uncomfortable emotions (changing the subject)



HOW DOES LISTENING HELP

- to understand the persons' story and experiences
- Provides support (the person feels understood)
- Fosters connection & builds rapport
- Makes a person more receptive to guidance
- Fosters empathy (understand and feel the pain)
- and compassion (taking action to make a positive impact)

VERBAL STRATEGIES FOR DE-ESCALATION



- **Tone** – speak calmly withing being condescending
- **Volume** – avoid raising your voice
- **Rate of speech** – Speak at a slower soothing pace
- **Inflection** – notice the words you emphasize and how they shift meaning

MIND YOUR BODY LANGUAGE

Do's

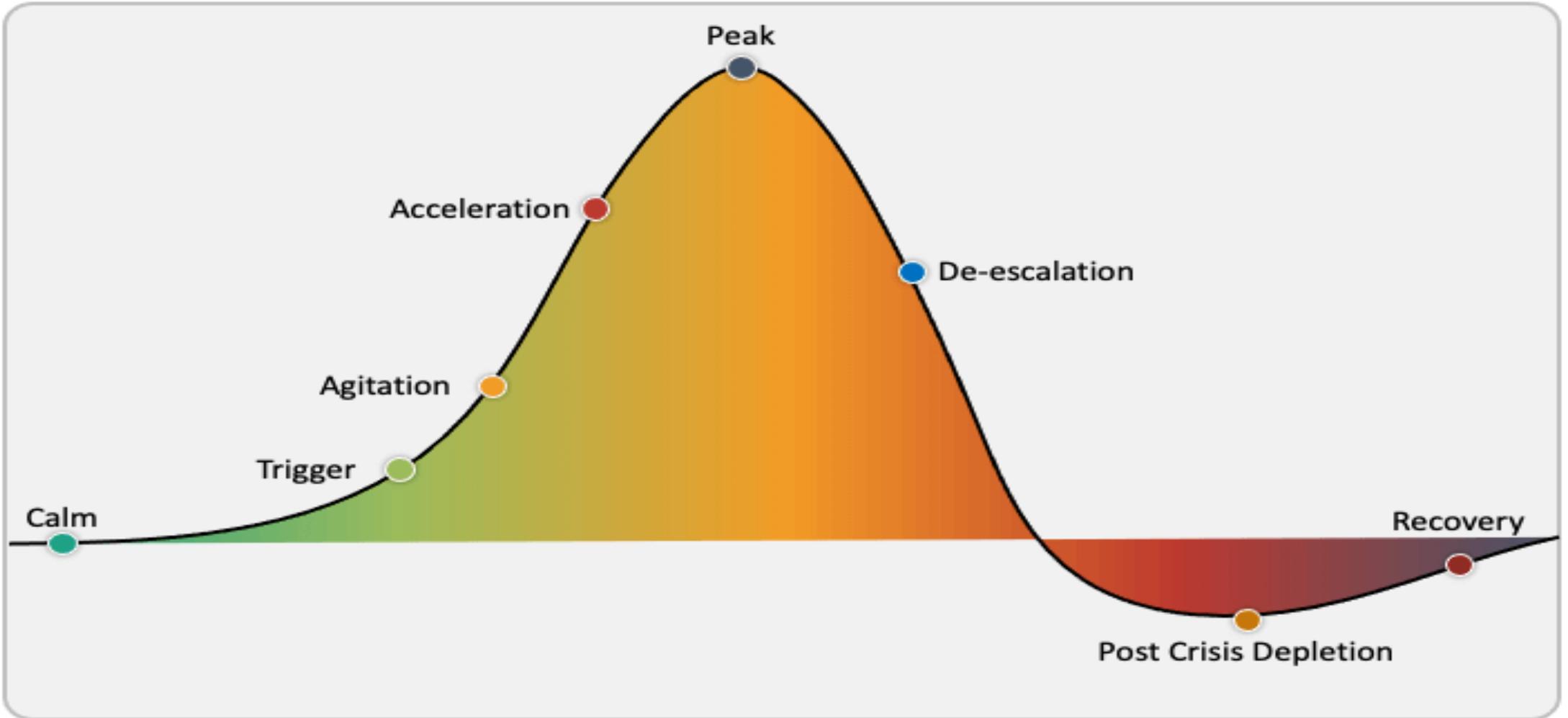
- Keep a relaxed and alert stance at an angle
- Open body language and hand visible
- Use slow and deliberate movement
- Neutral and attentive facial expression

Don't

- Stand directly in front of a person with ridged posture or turn your back
- Pointing
- Pace or fidget
- Fake smile or expression
- Allow physical space
- Soften eye-contact

ESCALATION CYCLE

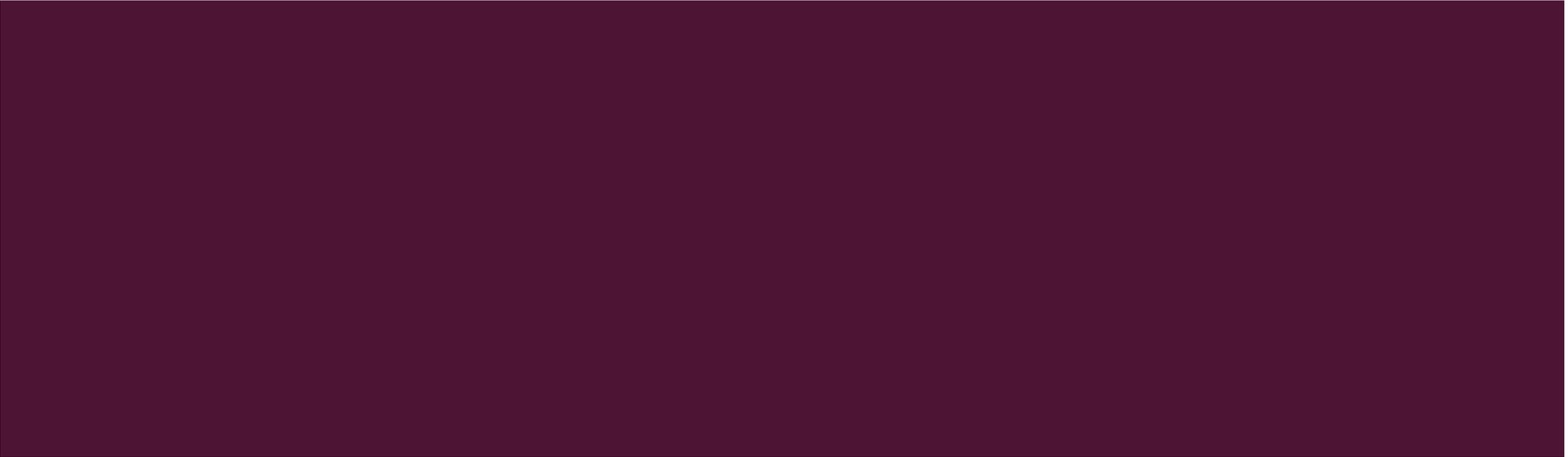
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- 
- CALM – baseline behavior safe to talk and problem solve
 - TRIGGERED –experiences that evoke uncomfortable emotions
 - AGITATION – warning signs present, rational reasoning is decreasing, coping skills needed
 - ACCELERATION – behaviors intensify,
 - PEAK/CRISIS – Highly disruptive and dangerous



WHEN IS IT A CRISIS?



CRISIS TYPES

Developmental | results from normal life changes

Puberty

Leaving Home

Marriage

Childbirth

Retirement

Situational | results of unexpected trauma

Loss

Illness

Being Displaced

Lack of Resources to meet demand

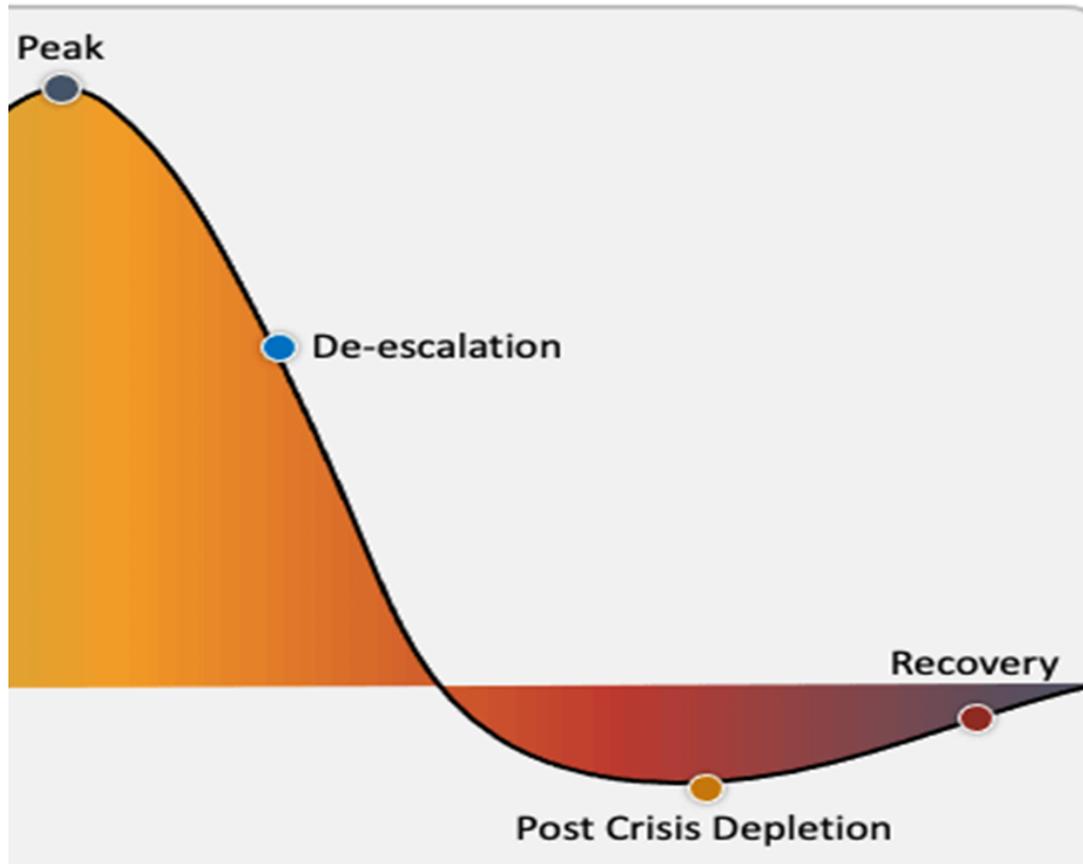


CRISIS

- A **disruption or breakdown** in a person's or family's normal or usual pattern of functioning. A crisis cannot be resolved by a person's customary problem-solving resources/skills.
 1. stressful situation
 2. difficulty in coping
 3. the timing of intervention.

Each crisis situation is unique and will require a flexible approach to the client and situation.

DE-ESCALATION EXPLORED



- **De-escalation** – Calming, provide space
- **Post-Depletion** – Rest – self-soothing
- **Recovery** – Debrief, return to task

DE-ESCALATION STRATEGIES



- 
1. REMAIN CALM
 2. AVOID JUDGEMENT (EMPATHIZE)
 3. RESPECT PERSONAL SPACE
 4. USE NON-THREATING NONVERBALS
 5. FOCUS ON FEELING
 6. AVOID POWER STRUGGLES (agree where possible)
 7. BE CONCISE
 8. SET LIMITS
 9. CHOOSE WISELY WHAT YOU INSIST UPON
 10. ALLOW SILENCE FOR REFLECTION & DECISION MAKING

VERBAL DE-ESCALATION IS NOT

- Stopping the person from being angry or feeling
- Controlling the person's behaviors (you can influence behavior)
- Not a physical model



ACTIVITY



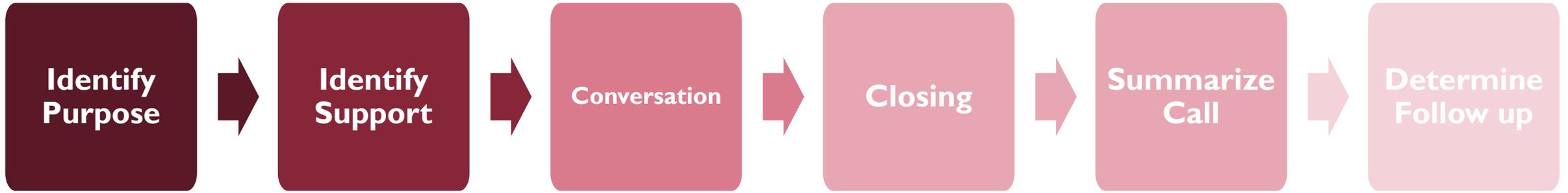




DE-ESCALATION OVER THE PHONE



The Conversation



The Conversation

Identify Purpose

Identify the caller's purpose for calling

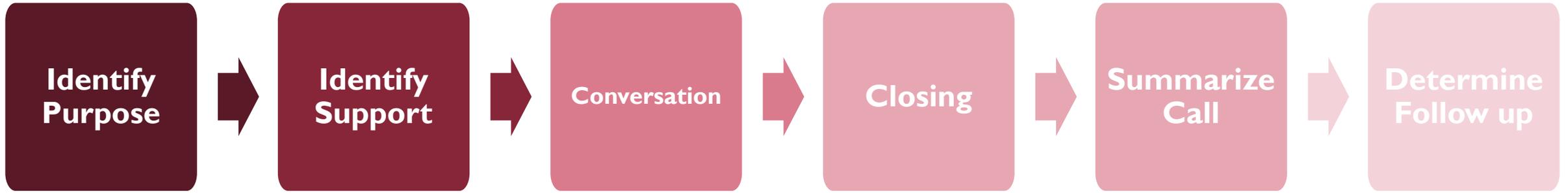
What is the ask?

Identify Support

Identify what support the caller is wanting based on how they communicate

1. Ventilation calls - Wants to be heard
2. Information and referrals - Wants the information requested
3. Life-threatening call - Risk of harm to themselves or others

The Conversation



The Conversation

Conversation

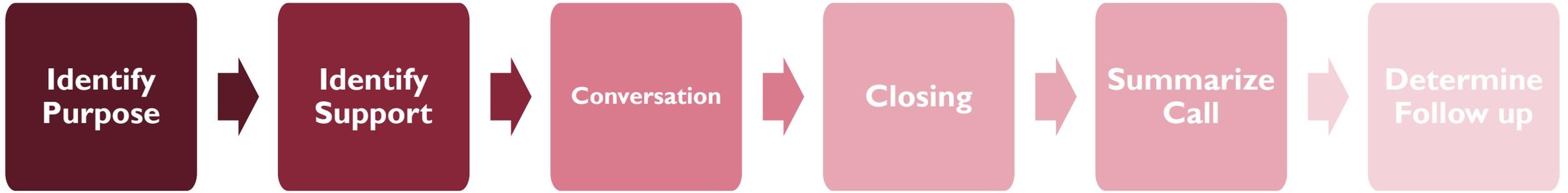
Use verbal de-escalation skills

Closing

The wrap up/termination/closing/empathic close

1. Ask how they feel?
2. Affirm for taking the step to get support

The Conversation



The Conversation

Summarize Call

- Review where the call started.
- Report on progress
- Identify self-care

Determine Follow up

Determine if you need follow-up with caller and if it's appropriate to do so

Thank You!

QUESTIONS

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