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MENTAL HEALTH SERVICES

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De-escalation: Connecting in a crisis

Russ Turner, MA, MS, Director

Registration & tech help

8:45 – 9:00

Class starts at

9:00



If you are having any issues with your connection, please email us at Training@peopleincorporated.org.

Attendance is taken based on your name as it appears in the **Participant** list. Make sure that we know your first and last name so that we can mark attendance correctly. If you cannot rename yourself, please use the **Chat** feature to check in.



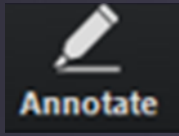
Music is currently playing. If you cannot hear it, you may need to adjust your sound settings.

Thank you for joining us!

Tools for today's

The image displays a software interface with several toolbars and a menu. At the top, a green bar contains the text "You are viewing Training Institute's screen". To its right is a "View Options" dropdown menu, which is open, showing options: "Zoom Ratio", "Fit to Window", "Request Remote Control", "Annotate" (highlighted by a mouse cursor), and "Side-by-side Mode". Below this is a main toolbar with icons for: Mouse, Text, Draw, Stamp, Arrow, Eraser, Format, Undo, Redo, Clear, and Save. At the bottom left, there is a control bar with "Unmute" and "Start Video" buttons. At the bottom center, another control bar includes "Invite", "Participants" (with a count of 1), "Share", "Chat", and "Record".

Tools for today's class



Participate on screen

The animate icon will appear in the slide when it is time to use this tool. Please use this only when prompted



Type in your responses or thoughts through chat

Use the chat feature any time to pose a question, respond to a question, or make a comment. When you see the chat icon in the slide this is our way of having a quick discussion. You will be asked a question and everyone can share their brief answers in the chat box.

Outline

1. Theory
2. Assessing
 - *Self*
 - *The situation*
3. Nonverbal Strategies
4. Verbal Strategies
5. Asking for Compliance



Breakout Room/Exercise 1

▶ Write down your top three situations where people have the potential to become escalated

1.

2.

3.

Theory

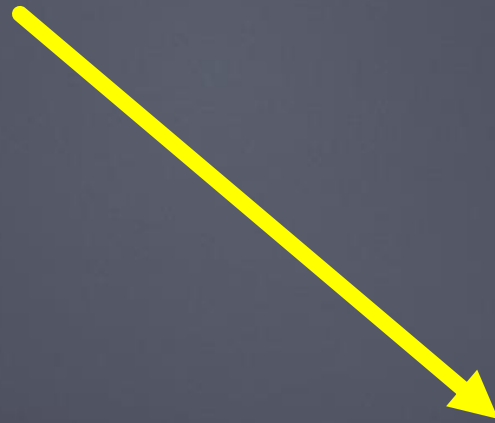
Escalation

- ▶ An increase in the intensity or seriousness of something



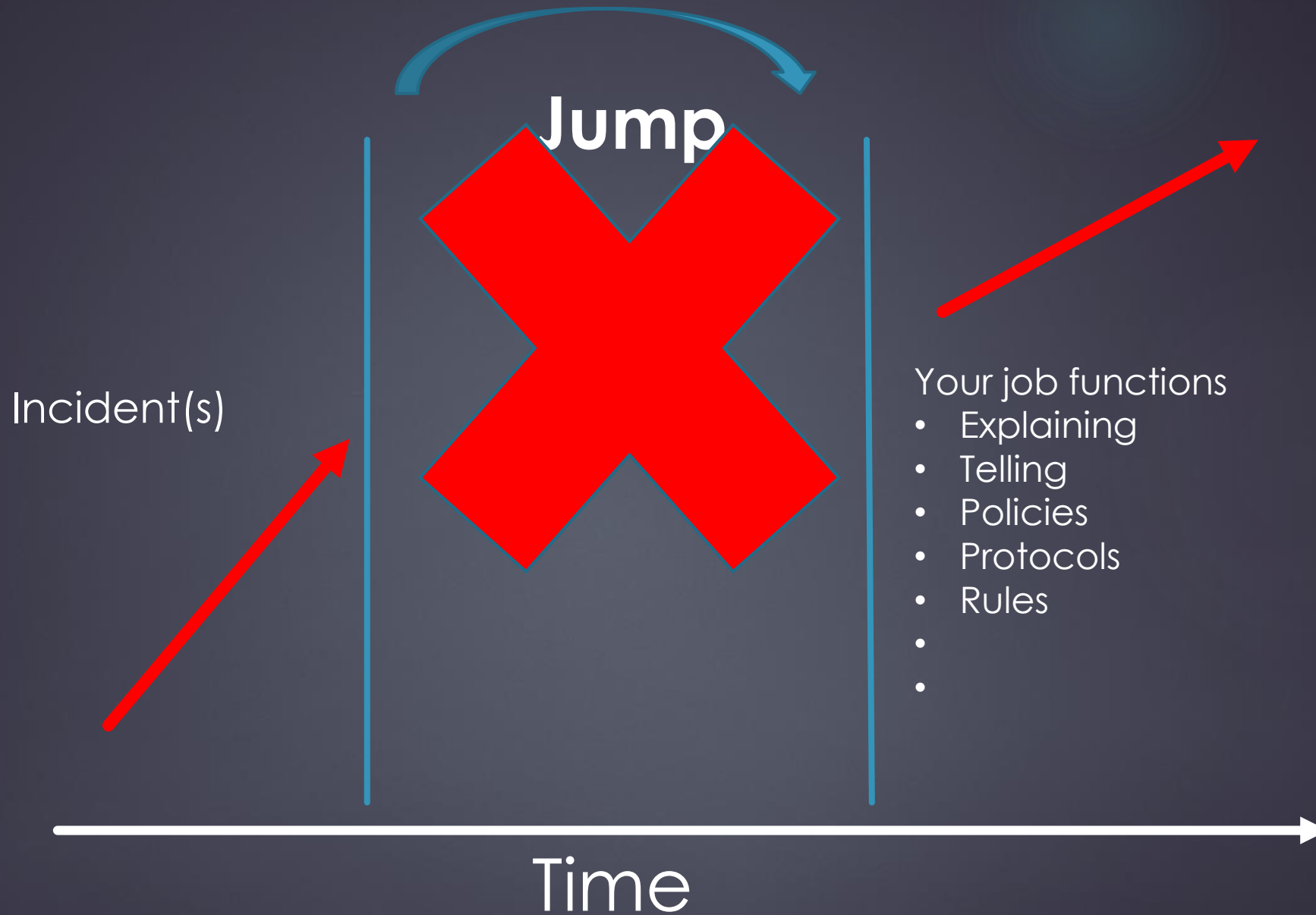
De-escalation

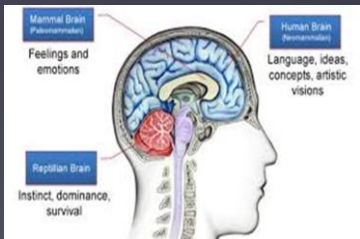
- ▶ to decrease in intensity, magnitude



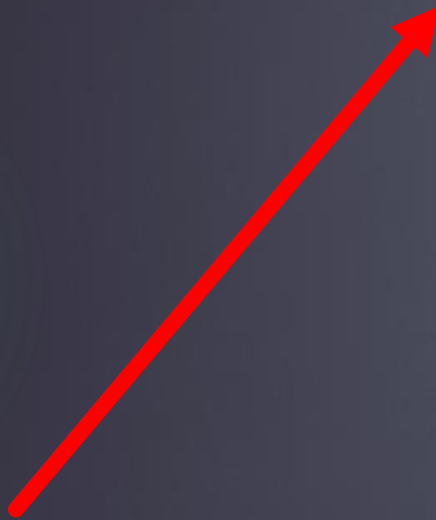
People can better self-regulate when they feel the connection and understanding of the people they're around







Incident(s)



Self
Assess
ment



1 Down
2 Up

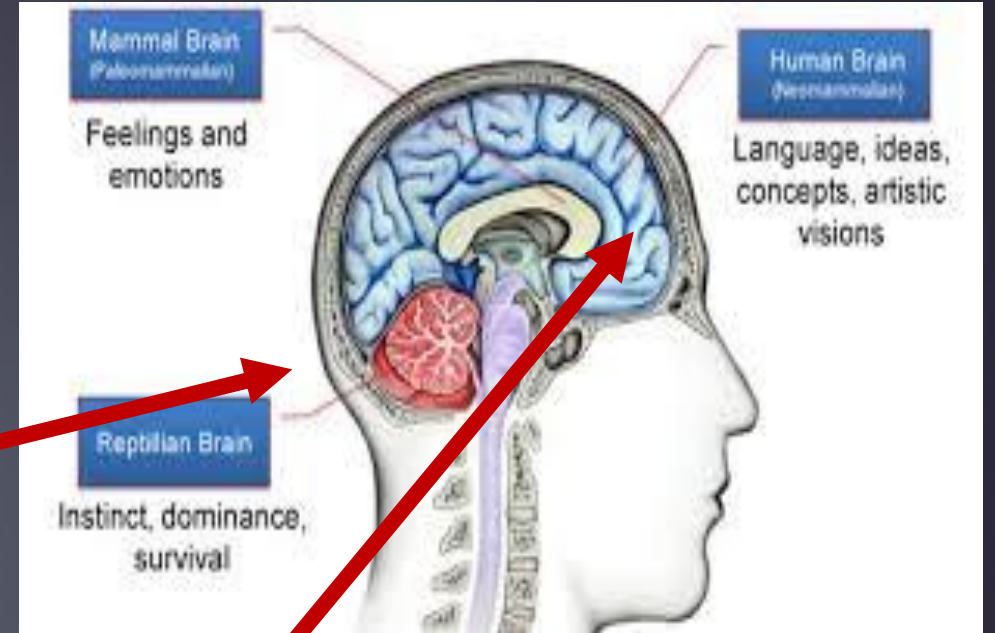
**DEFUSE
and
RESPOND**

Your job functions
Explaining
Telling
Policies
Protocols
Legal stuff
...

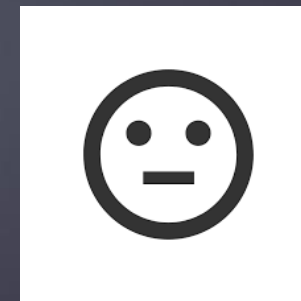




De-escalation

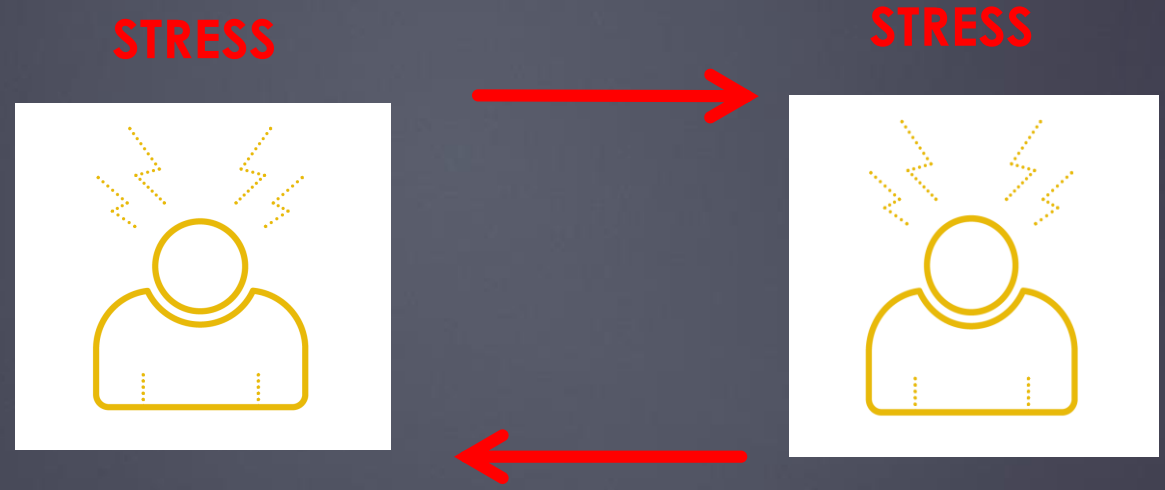


Problem Solving





- ↑ heartrate
- ↑ blood pressure
- dilated pupils
- ↑ blood flow to muscles
- secretion of cortisol
adrenaline,
norepinephrine
- ↓ problem solving
- ↓ memory
- ↓ decision-making
- ↓ attention
- ↓ concentration
- Blaming others
- Defensive



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norepinephrine
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- Blaming others
- Defensive



17 x 24

System 1 – *Emotional/Fight or Flight*

- ▶ Instincts
- ▶ Emotions
- ▶ Feelings
- ▶ **Quick**
- ▶ **IN CHARGE**

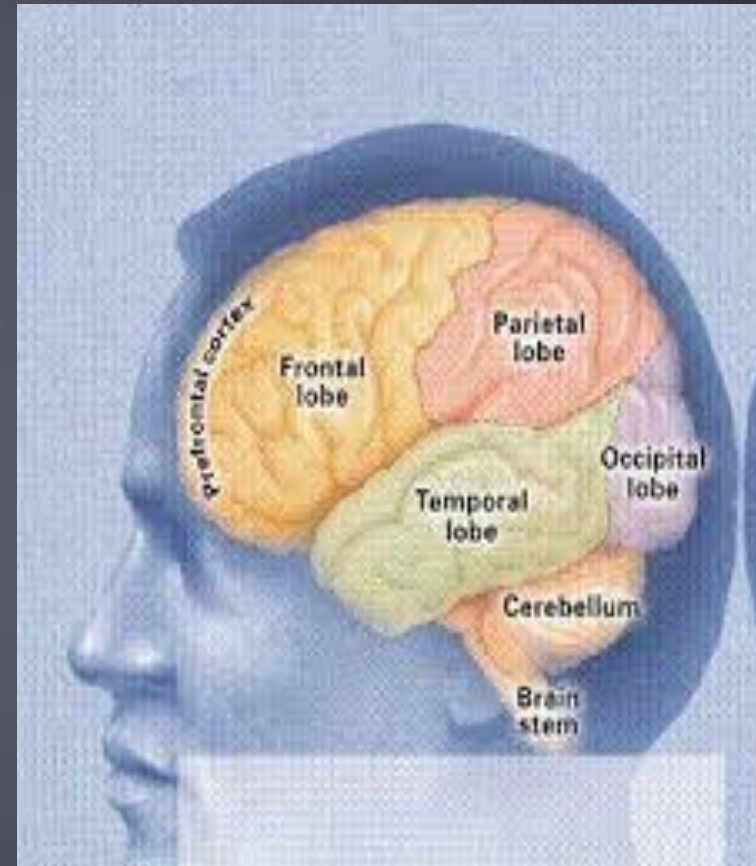


Source: Daniel Kahneman



System 2 – Rational/Logical

- ▶ Reason and logic
- ▶ Thinking
- ▶ Rational
- ▶ **Slow**
- ▶ **THINKS IT'S IN CHARGE**

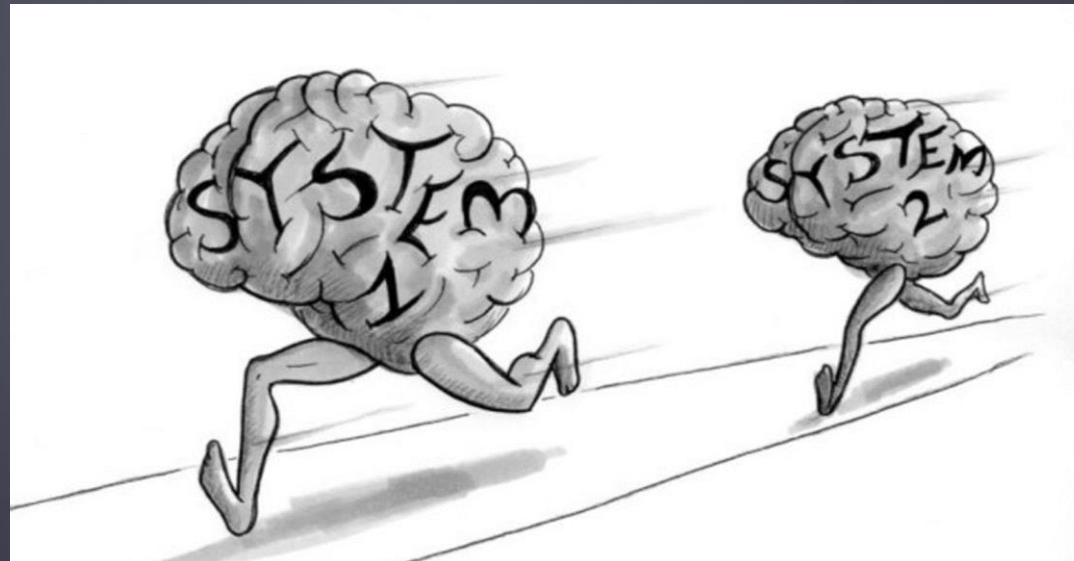


Source: Daniel Kahneman

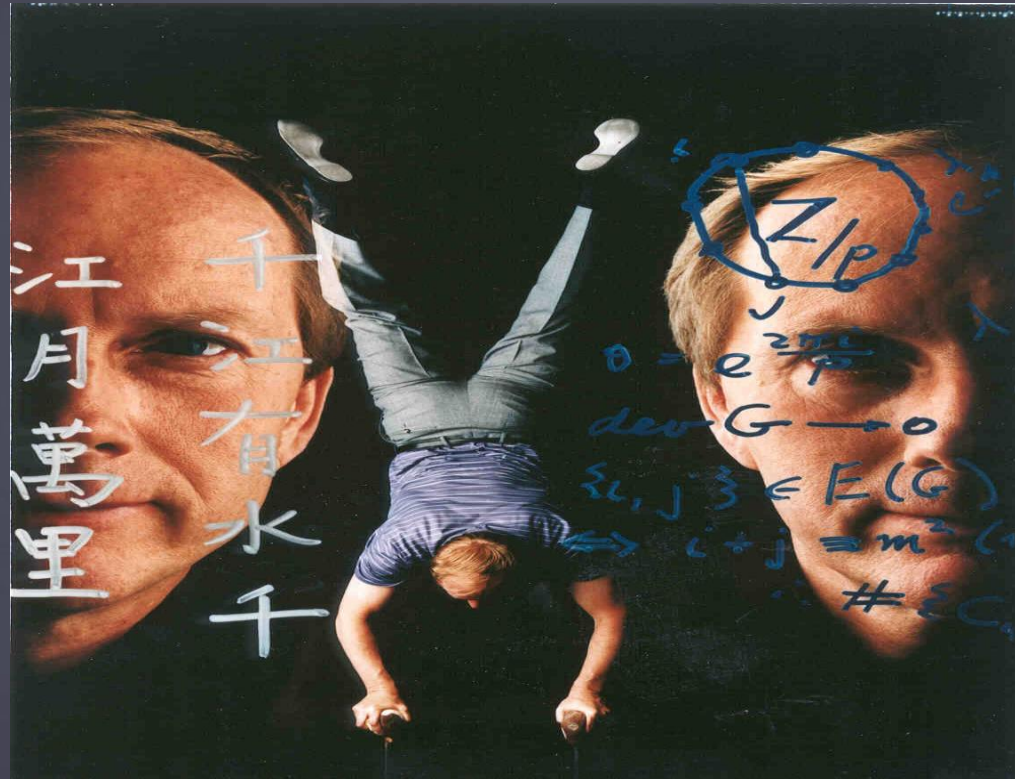


Remember!

- ▶ They're headed toward System 1
- ▶ You must stay in System 2

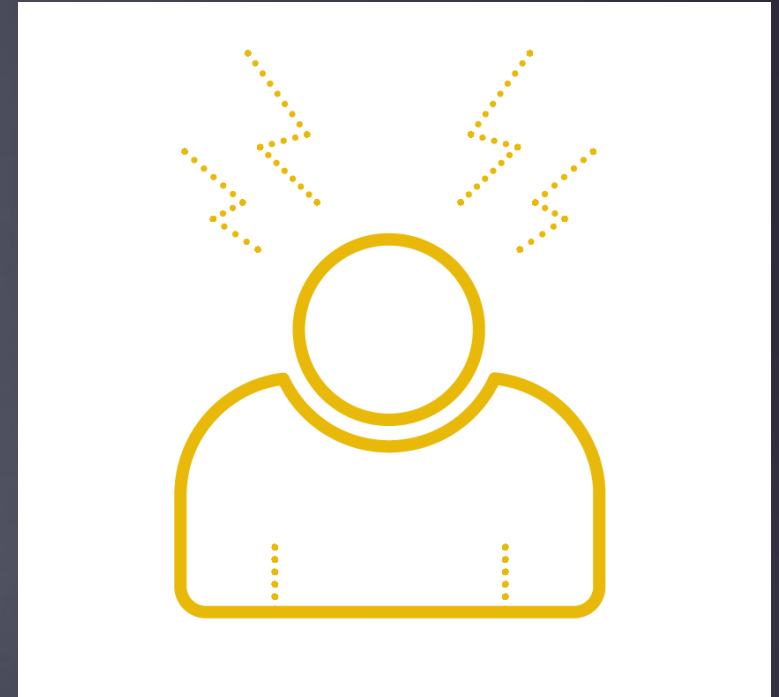
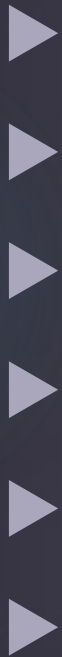


De-escalation requires you to “switch on”



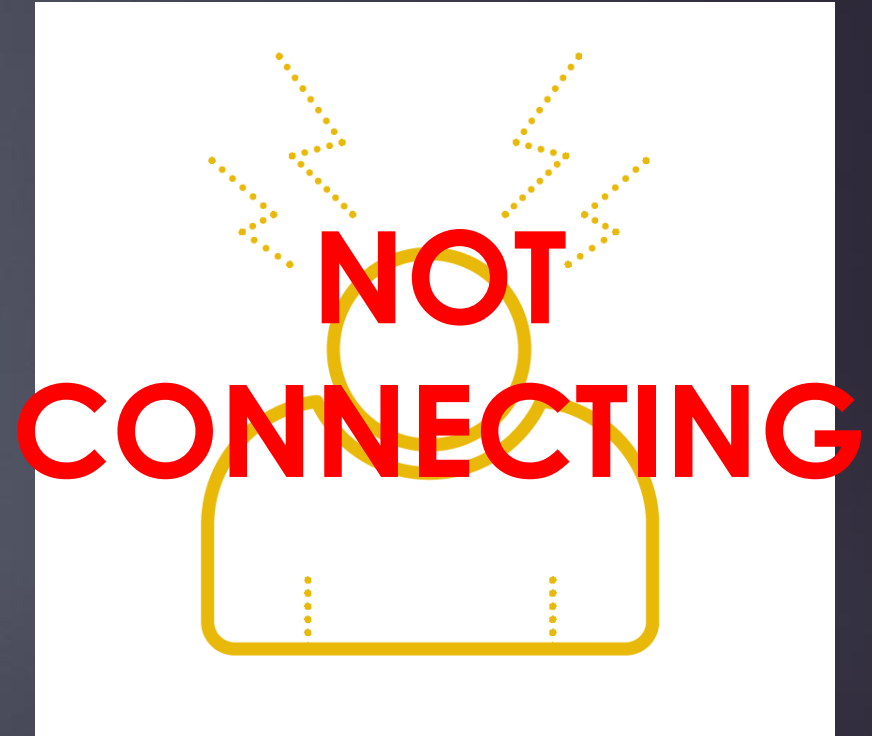
Breakout Room/Exercise 2

- ▶ “CALM DOWN”
- ▶ Being told what to do



What escalates?

- ▶ “CALM DOWN”
- ▶ Being told what to do
- ▶ Ignoring
- ▶ Invalidating
- ▶ Shouting
- ▶ Getting in people’s space
- ▶ Sarcasm
- ▶ Not apologizing
- ▶ Getting angry
- ▶ Blaming/shaming/criticizing
- ▶ Not listening
- ▶ Not offering to help
- ▶ Threatening





Assessing

Self Assessment

- ▶ Breathe
- ▶ Focus
- ▶ What am thinking/feeling?
- ▶ What do I want?
- ▶ What is my professional role?



Situational Assessment

Is it too dangerous?

Is there a power dynamic
that's untenable?

- ▶ *Can I de-escalate?*
- ▶ *Should I de-escalate?*



Breakout Room/Exercise 3

- ▶ What situations can you think of where de-escalation is not viable?

Nonverbal



Quote from Social Intelligence by Daniel Goleman

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RESPOND (Don't React)

Relax face

Eye contact

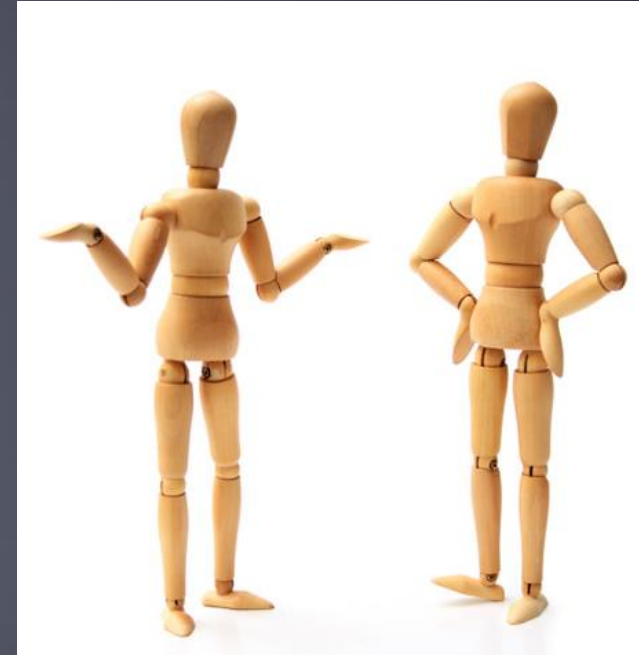
Safe angle

Proximity

Open body language

Non-emotive

Decisive





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Verbal



Frustrated
Angry
Arguing

Traps



Unskilled responses (Traps)

- ▶ Calm down!
- ▶ What's your problem?
- ▶ Why can't you...?
- ▶ Why did you...?
- ▶ You should/shouldn't...
- ▶ If you don't, then...
- ▶ It's not a big deal
- ▶ Why are you getting so worked up?
- ▶
- ▶

DEFUSE

Don't be Defensive

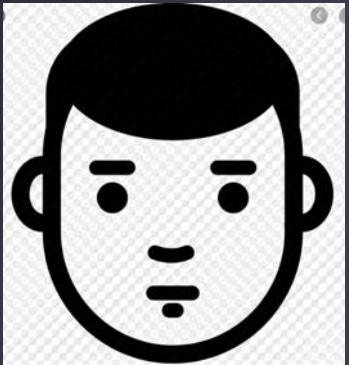
Express Understanding

Focus on THEM (not you)

Understand the Context

State your Support

Encourage partnership



**Authentic
Calm
Not defensive**

Reflect and paraphrase

▶ **Social distancing is dumb**

▶ *It is a weird thing*

▶ *It's hard to get used to*

Reflecting

- ▶ **I didn't know about this!**
 - ▶ *Nobody told you*

Reflecting

- ▶ *I don't understand it at all!*
 - ▶ It's hard to get your head around

Reflecting

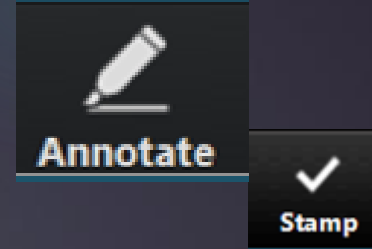
- ▶ **This is not fair, how come she's getting special favors?**
 - ▶ *You feel like you're being treated unfairly*

Breakout Room/Exercise 4

Reflect each one, then switch and repeat

- ▶ *That's not what the other guy said!*
- ▶ *You think I'm dumb!*
- ▶ *You just wanna tell people what to do!*
- ▶ *You can't tell me what to do!*
- ▶ *I'm not wearing a mask!*
- ▶ *It's like fascism!*

Pause: What gets in the way?



- ▶ Want to defend myself
- ▶ Want to give the correct information
- ▶ Want to be right
- ▶ Don't want to appear "weak"
- ▶ Old habits...

Invalidation

▶ I'm upset!



▶ Don't be upset!
(I don't like it, it's not valid!)

Invalidation

▶ But I'm really upset!



▶ No!!! Stop it NOW!!!

(It is really not valid at all and I want it to go away)

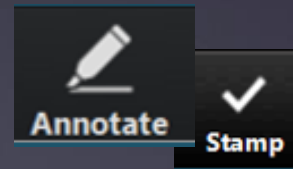
Validation

▶ I'm getting upset!



▶ I can see you're upset,
what's going on?
(What you're feeling is
valid)

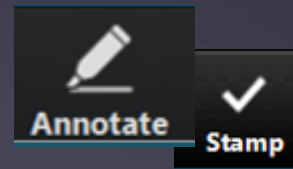
Validation?



▶ “Daddy, I’m nervous”

- ▶ It’ll be ok, love
- ▶ You’ll be fine
- ▶ Don’t be nervous
- ▶ Tell me what’s going on
- ▶ What have you got to be nervous about??
- ▶ Don’t worry
- ▶ I can see you’re nervous, it’s a big deal

Validation?



▶ “The mask thing is dumb”

- ▶ It is a pain
- ▶ You gotta do it, man
- ▶ No, it's not!
- ▶ Tell me what's going on
- ▶ It's the rule
- ▶ It's no big deal
- ▶ You feel like you shouldn't have to wear one

Focus on them (not you)

- ▶ Validate Validate Validate
- ▶ Anyone would feel the same in your situation
- ▶ You're fed up, I totally get it
- ▶ You're worried because XXX, that makes sense
- ▶ The thing happened and you're irritated about it, I can see that

Understand the Context

- ▶ Try to listen for what's behind the upset
- ▶ Is there a theme? Possible examples:
 - ▶ Restriction of freedom
 - ▶ Being disrespected
 - ▶ Not feeling understood
 - ▶ Underlying bias/prejudice

State your Support

- ▶ I want to try to help you out
- ▶ Ok, I'm here to help you
- ▶ I'm gonna stay with you, ok?
- ▶ I'm glad you came in today
- ▶ You came to the right place

Asking for compliance



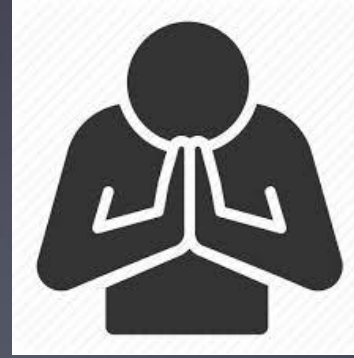
Limits and rules

- ▶ What rules and limits do you have to enforce at work where people have the potential to get escalated?
- ▶ E.g., Wearing masks (COVID-19)
- ▶ Write down three more
- ▶
- ▶
- ▶



CONNECT

*Thanks for coming in
We're happy you're here
It's good to see you*



ASK

*Can I ask you to...?
Would you please...?
Would you be willing
to...?
Could you.... for me?
We're asking everyone
to...*



CONTEXT

*It's the state mandate
They're making us do the mask thing
It's a safety thing with the virus*



APPRECIATION

*Appreciate it
Thanks a ton
Thanks!*

Extras

- ▶ *Hey, it looks like you may have forgotten your mask or left it in the car, a lot of people do that*
- ▶ *Hey, it looks like you forgot about the mask rule*
- ▶ *We don't like telling you what to do, we're just...*
- ▶ *I wish I didn't have to do this, believe me...*
- ▶ *Help me out, it's a mandate, I'll get in trouble*
- ▶ *It's a real pain for us too*

Options not threats

1. If you don't eat your dinner, you can't have dessert

▶ ***I don't want you to miss out on dessert, can you eat some of your dinner?***

▶ *Generates empathy*

▶ *Removes the "if you don't" threat language*

▶ *Reduces expectations a bit*

▶ *More reasonable*

Options not threats

1. If you don't wear a mask, you're not coming in
 - ▶ ***Sorry dude, I know it's a hassle, but we're doing the mask thing for safety and to comply with the city rules. Thank you!***
2. If you come in without a mask, I'm gonna have to call for help
 - ▶ ***Hey guys, help me out with the mask thing as you're coming in. We gotta keep everyone safe. I appreciate it!***

Options not threats

- ▶ *1. Do you wanna go grab your own mask, or take one I can give you?*
- ▶ *2. Do you wanna throw on a mask, or come back later?*
- ▶ *3. Do you wanna wear a mask and come in, or do the curbside thing?*

Appeal to a common goal

- ▶ Look for things to agree on
 - ▶ ***We're trying to keep the store open***
 - ▶ ***We wanna keep the business going***
 - ▶ ***We don't wanna get shut down***
 - ▶ *The masks keep everyone safe, including you*

Breakout Room/Exercise 5

- ▶ Write down your top three compliance situations where you have to set limits or enforce rules
- ▶ 1.
- ▶ 2.
- ▶ 3.

One last step

- ▶ Is there anything I can do to earn your cooperation?

▶ *“Whatever you fight, you strengthen,
and what you resist, persists”*

▶ Echart Tolle

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Thank you for coming!

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