Verbal De-escalation

Presented by: Ben Still
Objectives

• Identify learning opportunities in crisis situations
• Understand Triggers and redirection
• Identify non verbal cues
• Introduce a same side mentality
• De-escalate a situation!
What Causes Escalation?

Structure

Stimulation
Stages of Crisis

Anxiety

Defensiveness

CONTROL

Tension Reduction

Acting Out
Triggers

• What is a trigger?
Can be any:
• Time
• Place
• Noise
• Thing
• Person
• Behavior
• ETC
Steak Challenge!!
Redirection

• The BEST person to De-escalate is someone with rapport with the individual BUT IT DOESN’T HAVE TO BE!

• Anything can be used for redirection
• It doesn’t have to be important
• The only thing to make sure NOT to do is revert back to the Trigger
• Change the enviroment
De-escalation Pro Tips!

• Less STIMULATION from people. The better!

• Get on their level!

• Utilize the tone an body language you want the individual to display back to you

• What you don’t say….says a lot! Body Language!
Communication Pie

- Body Language: 55%
- Words: 7%
- Paraverbal: 38%

The Window of Opportunity
Pitfalls of De-escalation

• Power Struggles

• REMAIN CALM!!!!!

• Staying in the same place with the same stimulation
Power Struggles

• A power struggle is an EMOTIONAL battle of wills between individuals over who is in CONTROL

• It is opposing teams approach vs a Same team vs policy approach

• The Same side mentality helps foster report as well as abiding by policy/laws/guidelines
Its your turn!

Listen to the Scenario,

You are going to be ME in a situation real situation.

Walk me through how to Verbally De-Escalate the situation!
A Escalated person, Cant De-Escalate!

- Constantly Assess (Stimulation/Structure)

- Notice this in your staff

- Check yourself

- Its ok to take a break
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