

De-escalation Techniques

{ Hope Works Counseling
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What is de-escalation?



The objective of de-escalation?

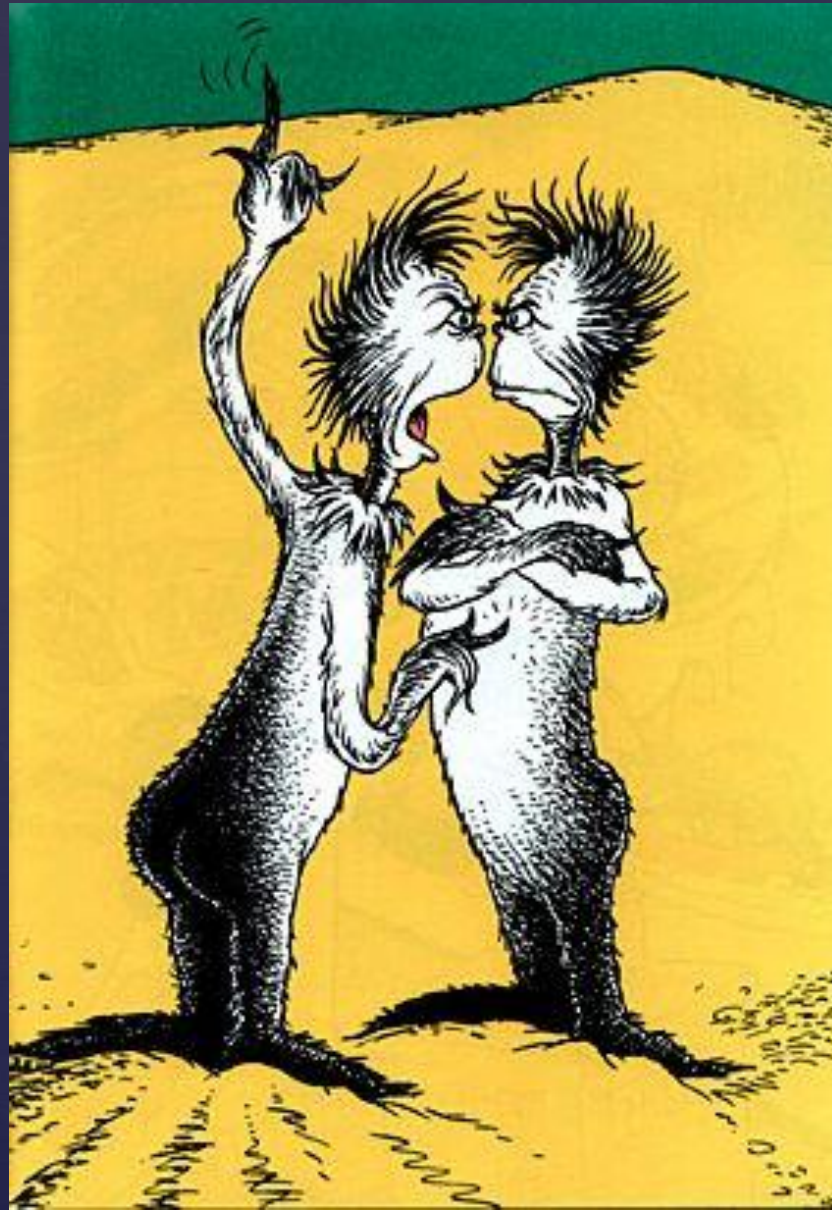


De-escalation of Difficult Situations

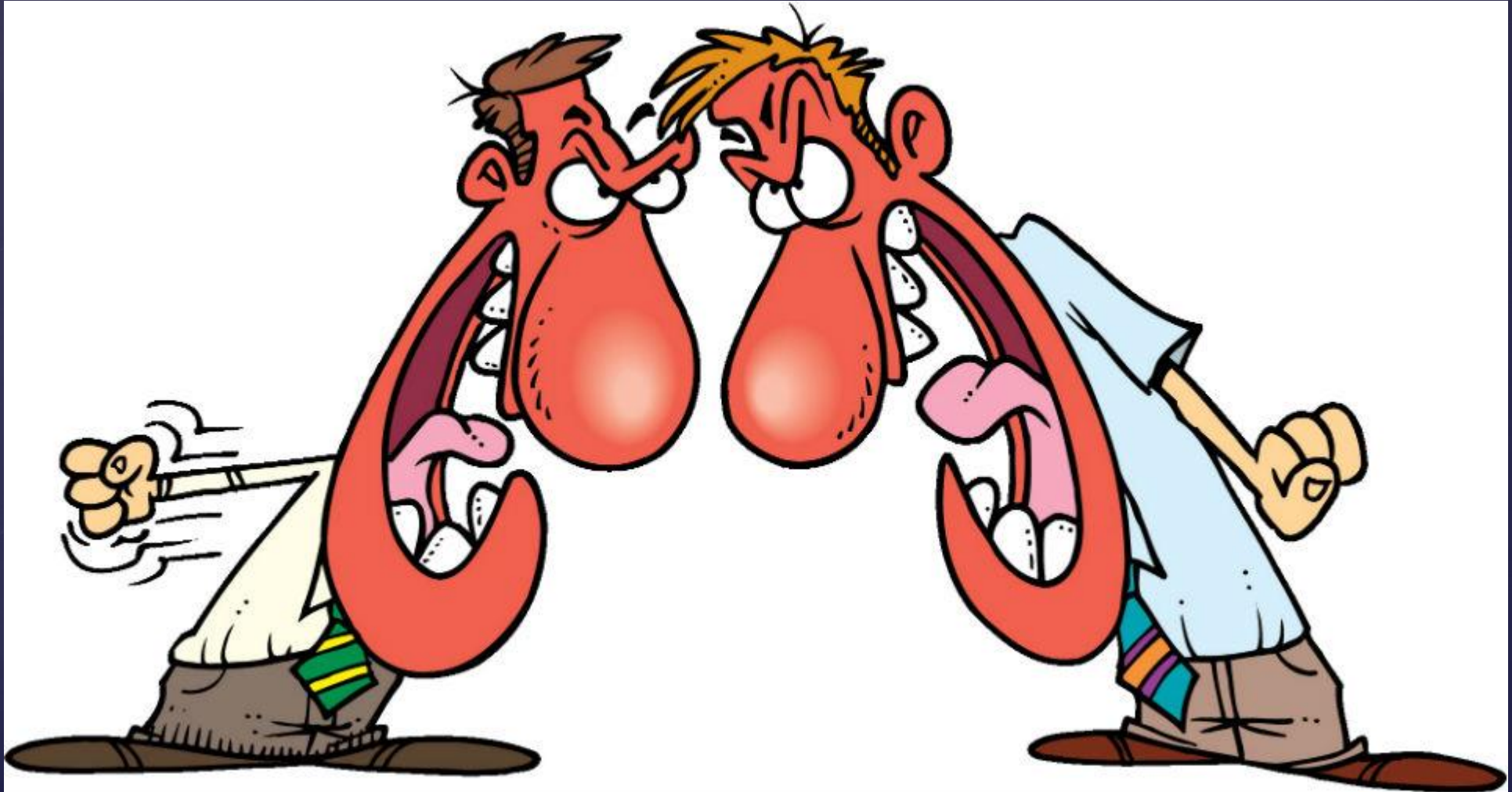
Where is de-escalation used?

everyday
everywhere

Conflict Activity!

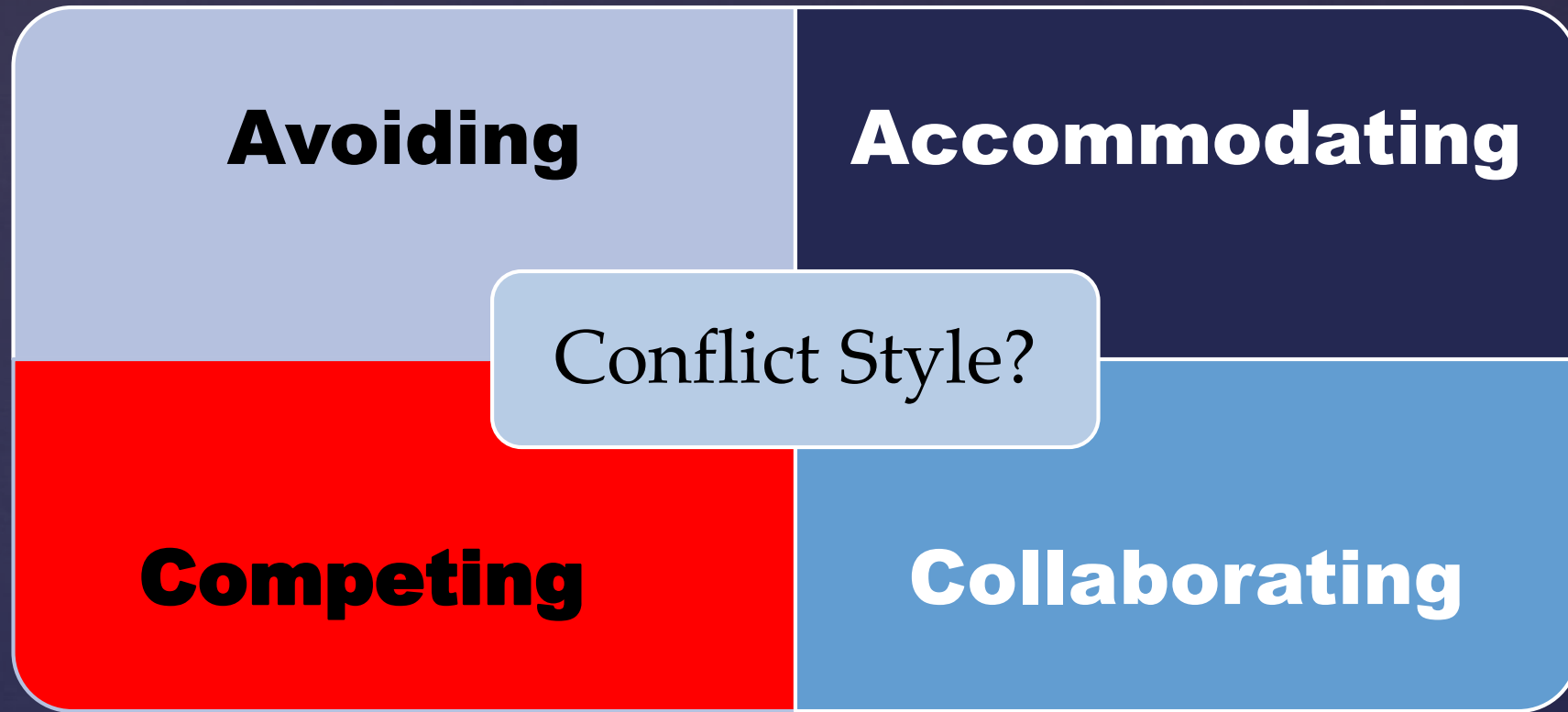


What is conflict?



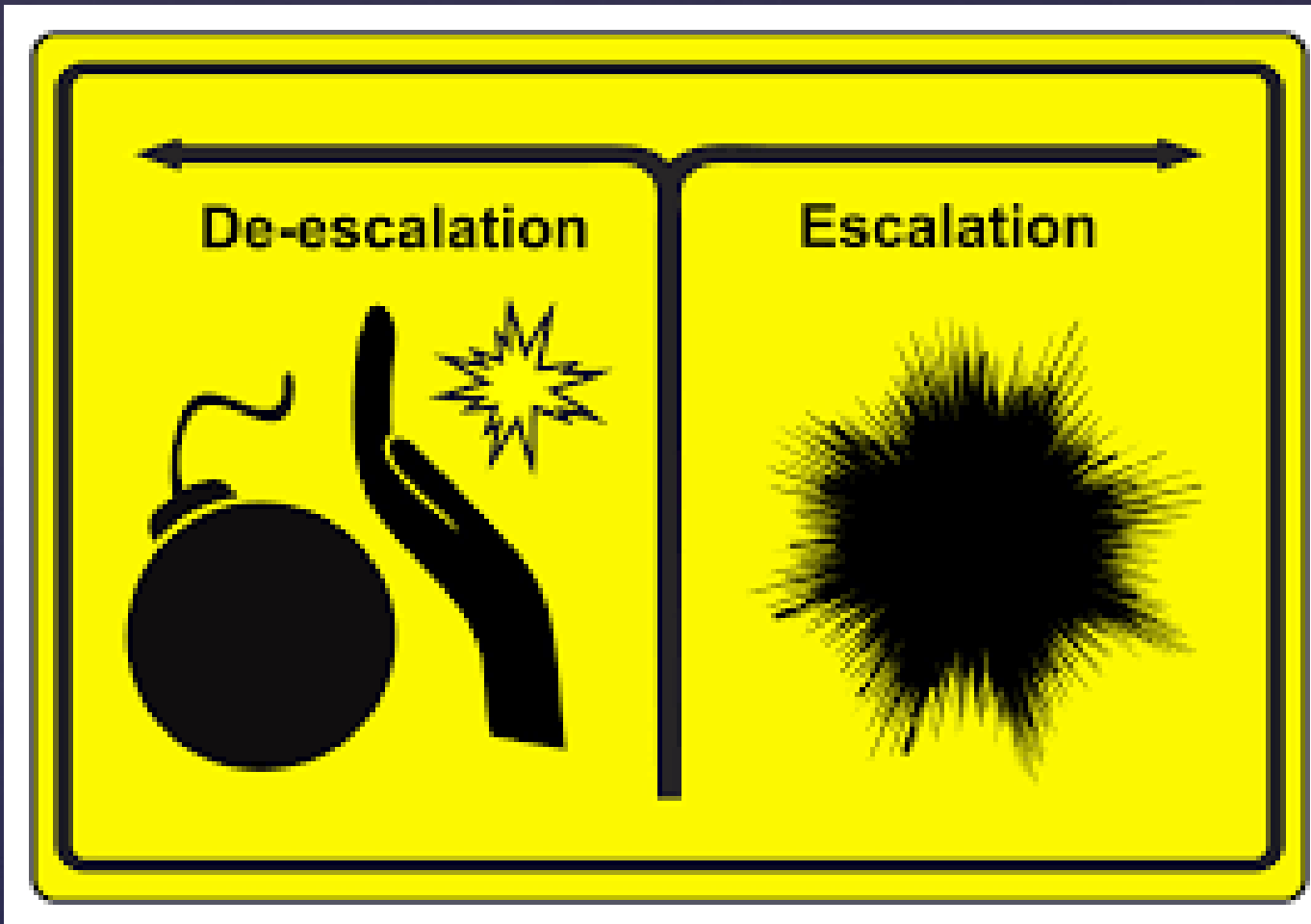
Is conflict negative?





How do you manage conflict?

Stages of Escalation.



Factors that may cause escalation and aggression?



What are the steps in de-escalation?

1. Stop
2. What is the situation?
3. Analyze Self
 - a) What are you feeling?
 - b) What does your body language say?
 - c) What tone are you using?
 - d) What syntaxes are you using?
4. Analyze Others
 - a) Listen
 - b) What feeling does their body language say to you?
 - c) What tone do you feel they are using?
 - d) What is the syntax of the sentences being used?
 - e) After looking at this what do you feel they are feeling?
5. Employee tactics!

Stop!



What is the situation?



Analyze self! What are you feeling?



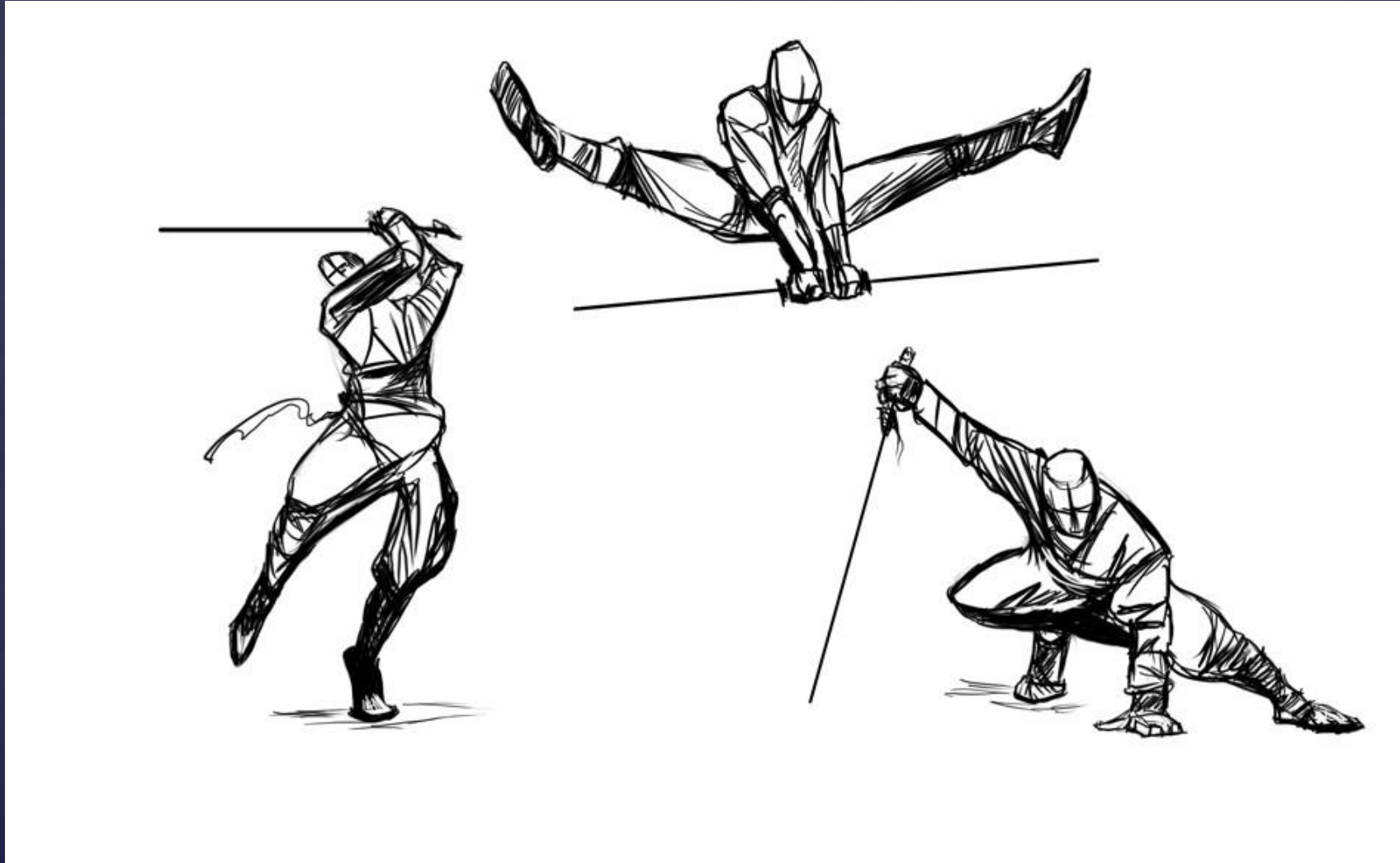
Analyze self! What could your body language be portraying?



Body Language can escalate a situation.



Which position of posture should you have?



What personal space zone should you stay in?



Analyze Self! What feelings could your tone cause?

LOUD

loud

quiet

QUIET

HARD

hard

soft

SOFT

Analyze self! What words are you using?



Anything Goes team building activity!

LISTEN! STOP THINKING AND LISTEN!



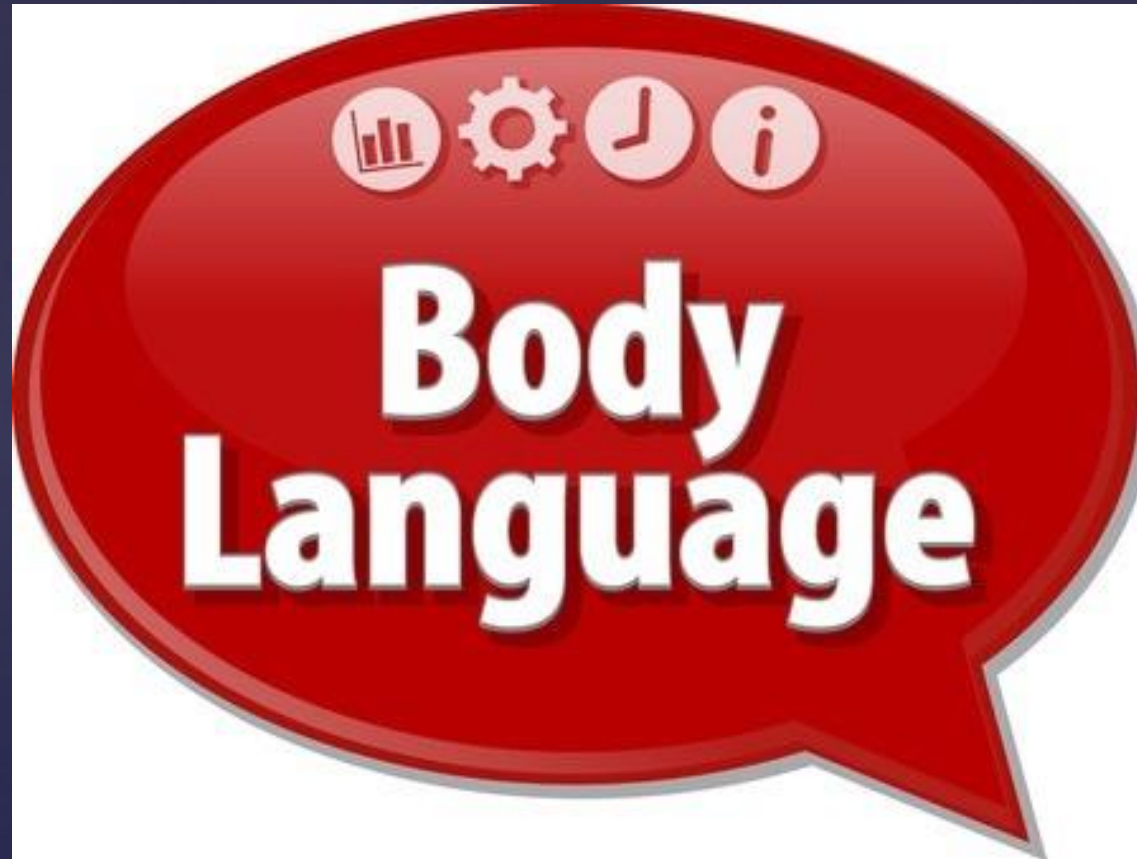
Techniques that show you are listening?



Use small encouraging responses.



Analyze Others! What feeling does their body language say to you?



Analyze Others! What tone do you feel they are using?



Analyze Others! What words are they using in their sentences?



SWEARING

Because sometimes
“gosh darn” and
“meanie head” just
don’t cover it.

After looking at this what do you feel they are feeling?



Seems easy right? Probably not.



Because of Anger

- ⌘ Use the person's name
- ⌘ Speak slowly and calmly
- ⌘ Utilize restatement and reflective listening
- ⌘ Give options
- ⌘ Use "I feel" statements.
- ⌘ If possible set boundaries beforehand.

Last step! Execute Techniques.

T.A.C.O.S

1. Threaten
2. Argue
3. Challenge
4. Order
5. Shame

Here are some De-escalation Don'ts

1. Don't allow long waits.
2. Don't fake attention.
3. Don't roll your eyes.
4. Don't make false promises.
5. Don't use jargon.
6. Don't agree with someone – take their side.
7. Don't cut people off.
8. Don't get in a power struggle.
9. Don't raise your voice.
10. Don't fail to document.
11. Don't lose temper.
12. Don't ever meet an angry person one on one.
13. Don't allow more than one person to talk.
14. Don't argue.
15. Don't say “calm down.”

Last things to remember not to do!

**"YOU
ARE ONLY
CONFINED
BY THE WALLS
YOU BUILD
YOURSELF"**

Who is your greatest enemy in any conflict?