



Enhancing De-escalation & Risk Management Skills

Keeping the Peace



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Our Partnership

Common
Sense



Common
Practice

1. Name
2. First Job
3. One thing you learned
from that experience



Workshop Overview

9:00am - 10:30am

Escalation: Causes & Effects

- Coffee Break

10:45am - 12:30pm

Escalation & The Self

- Lunch Break

1:30pm - 3:00pm

De-escalation Techniques

- Coffee Break

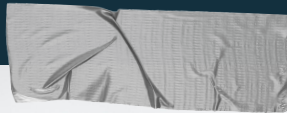
3:15pm - 4:30pm

Role-play Practice & Reflective Learning



Learning Objectives

1. Learn an analysis tool for looking at why escalation occurs
2. Enhance self-awareness and self-regulation techniques
3. Practice and reinforce a de-escalation sequence to assist during challenging situations with clients
4. Find a new way of looking at something



What Does Escalation Look Like?

Why Escalation?

Where are your RISC factors?

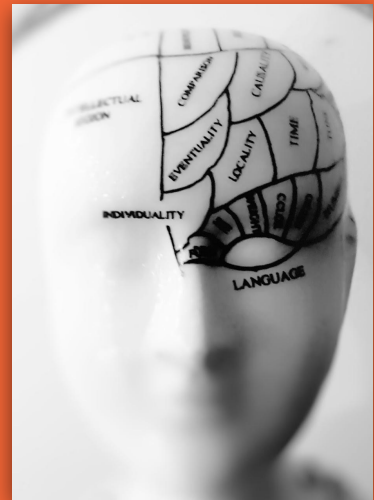
Respect

Identity

Safety

Control

"Conflict escalation stems from a real or perceived threat to one's needs."



Respect

- I'm spoken to and treated respectfully
- My needs and feelings matter
- My voice is heard and considered
- I feel respected

Safety

- My environment is comfortable, safe and predictable
- I can be myself and speak my truth respectfully without fear of retaliation, abandonment, or shame

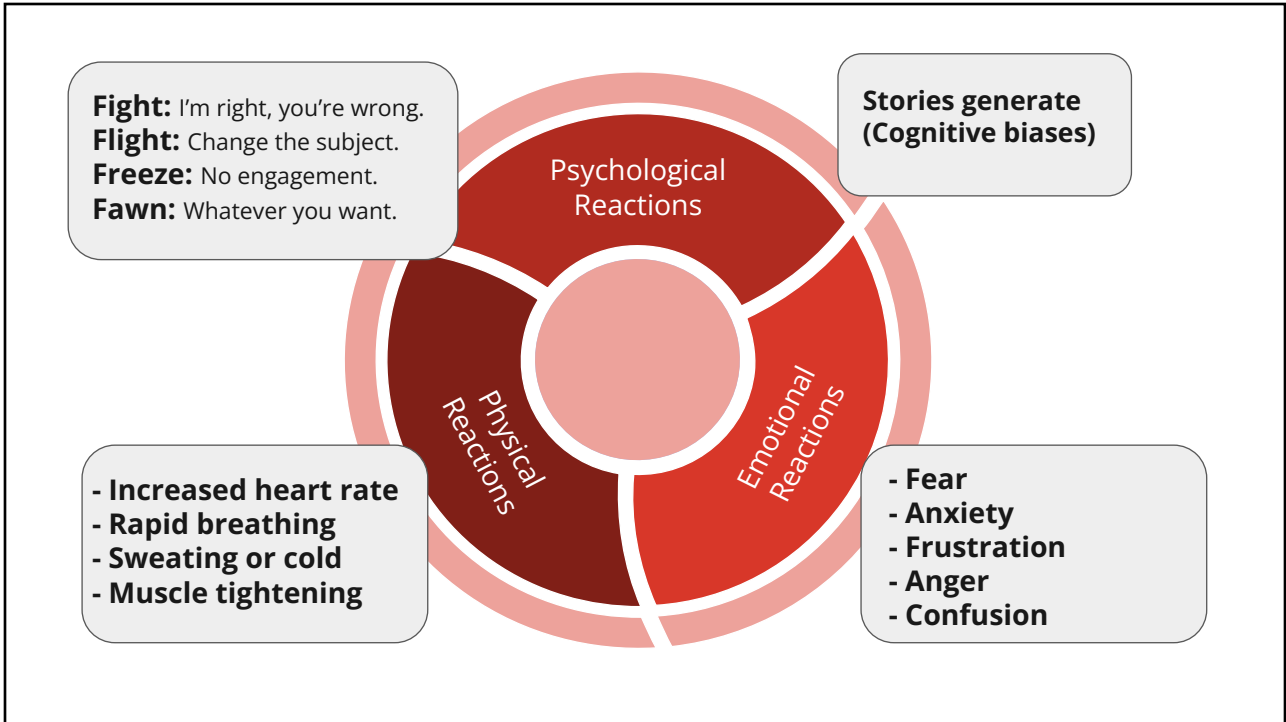
Identity

- I understand my role clearly
- All facets of my identity feel safe and included
- I feel competent in my role
- I feel understood

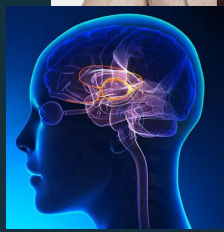
Control

- I have power over my circumstances
- I can impact / influence the situation
- I am choosing to participate in a way that feels right and healthy for me





Our Brain's REACTION to Threat



When you feel the heat, respond, don't react!

Something has been triggered - likely unrealistic but FEELS real.

Automatic Reaction to Triggering Event: Fight/Flight/Freeze/Fawn

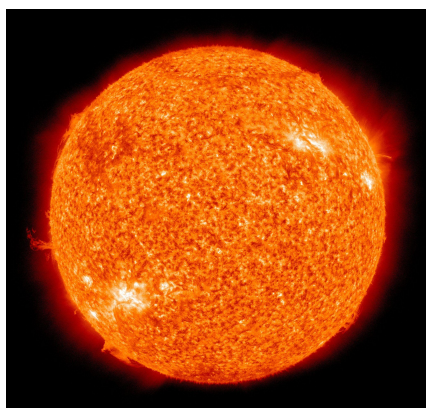
What Are Your Conditioned Reactions?

What has historically been emotionally triggering for you?



If it's hysterical, it's historical.

Reflection: Hot Buttons & Triggers



- Complete the worksheet on page 2
- Share your responses with a partner nearby

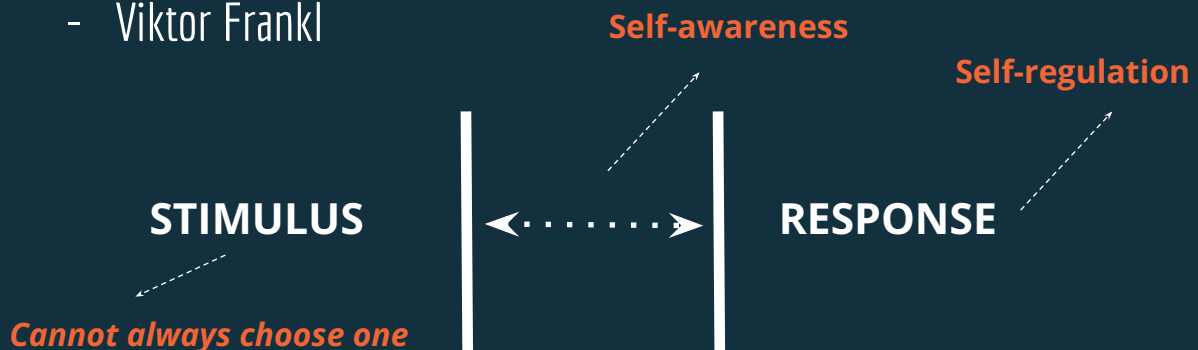
Coffee Break until 10:45 am



*Reflect on what you do when you feel the heat at work!

“Between stimulus and response there is a space.
In that space is our power to choose our response.
In our response lies our growth and our freedom.”

- Viktor Frankl





STOP

Take a pause



TAKE 3 DEEP BREATHS

Connect your brain with your body



OBSERVE

Your thoughts, feelings & behaviors



PROCEED

with care and positive intention

Self-Regulation Techniques

The Physiological Sigh

- Two short inhales, one long exhale

Peripheral Gaze

- Widen gaze

Cognitive Reframing

- I'm safe. I'm okay. I know what to do.

Self-Acceptance

- It's okay to feel... (angry/anxious/etc.)



← DISAGREE

AGREE →

Rules

1. You must choose a side
2. Silent Activity - No Clarification Questions

Cognitive Biases

Mental shortcuts to help us make sense of information in our environment

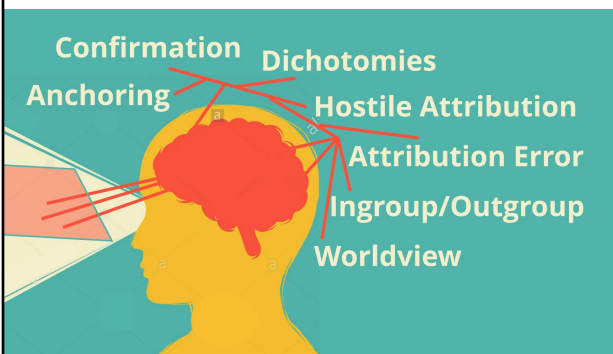
Fundamental Attribution Error
"I had no choice, but you are the problem."

Hostility Bias
"They are out to get me!"

Confirmation bias
"See I knew it along!"

Ingroup / Outgroup
"My tribe vs your tribe."

Dichotomies
"She is always late for meetings."



Check the narrative in your head

The story I'm telling myself is...

1. What's the story you're telling yourself about what is happening?

Getting to story-neutral



2. Can you absolutely know that this is true?

3. Are you willing to let this story go?
If not, what's the cost?



4. What action do you need to take?

Self-Resilience

Accumulation of habits that supports healthy processing of cortisol.

Increases our threshold for the amount of impacts stress can have on us.

Daily practices that supports in the moment regulation

Self-Regulation

The capacity to *respond* appropriately to the demands of the environment or situation.

Increases the likelihood that we regain control of our brain and limit our cortisol from activating our autonomic stress *reactions*.

In the moment stress regulation

Are your habits fueling reactivity? Adding stress?

Gossip

Meaningless activities

Lying

Complaining

Negative Self-Talk

Lack of sleep

Poor Diet

Isolation

Not Enough Exercise

Lack of Boundaries



Lunch Break until 1:30pm



Reflections

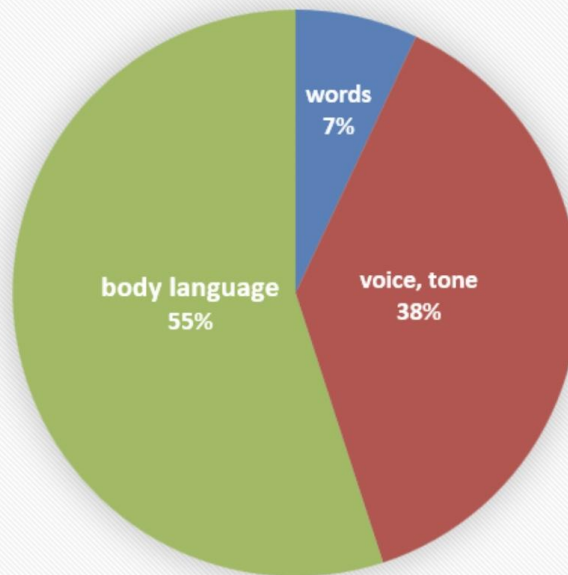
- What has stood out most so far?
- What questions do you have?
- What's a challenge you anticipate?



De-Escalation

Attending to RISC needs

Albert Mehrabian's 7-38-55 Rule



Share and Listen

STEP 1 - In groups of 3:

- One sharer and one listener; others will be observers
- 3 minutes to share your story
- **Sharer**: Share a recent challenging situation that you experienced, either at work or outside of work
- **Listener**: Wait to see your directions on the next slide

STEP 2- Sharer's Feedback:

- How did that feel? Did you feel seen, heard, and valued?

STEP 3 - Observer Reflections:

- Observers share what needs you heard from the story:
 - *Where are their RISC factors?*
- Share feedback on what you observed

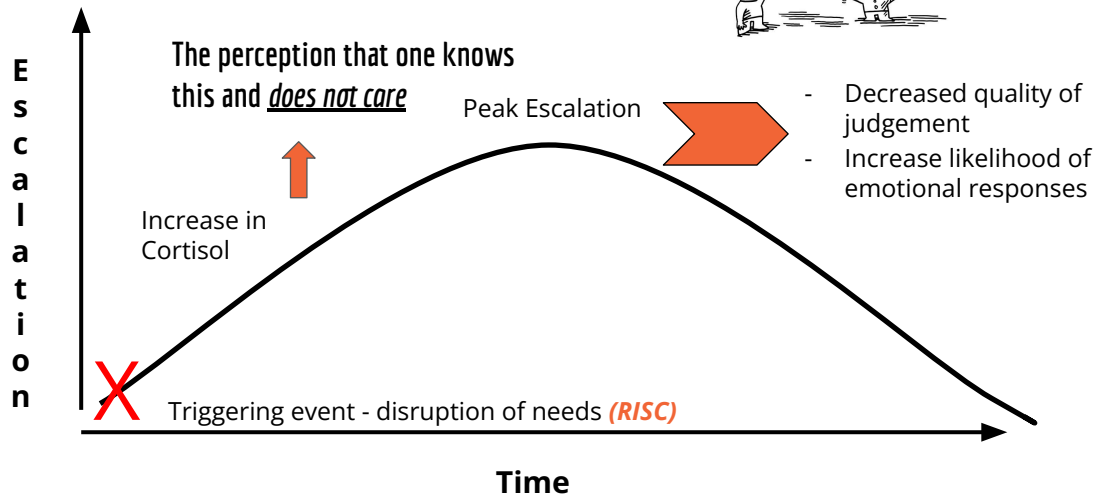
Listener Round 1

- Remain in closed body language (arms crossed, eyes focused in another direction, shoulders facing another way)
- Pay attention to your phone/ respond to any messages
- Don't ask any questions
- If applicable, tell a story about yourself

Listener Round 2

- Remain attentive and illustrate your engagement through open body language (shoulders directed at the Speaker, eye contact, nodding, etc.)
- Reflect back what you're hearing them share
 - Name the emotion
 - Identify the interests/needs/goals
- Ask clarifying questions to show that you're interested

Escalation Cycle



Goal of De-Escalation

- **NOT to change a policy or position**
- **NOT for everyone to get their way**
- **NOT necessarily to reach agreement**
- **TO prioritize CARE for another**
- **TO understand their underlying needs or interests**
- **TO promote calm and rational conversation**

Safety First

Be Aware of Surroundings

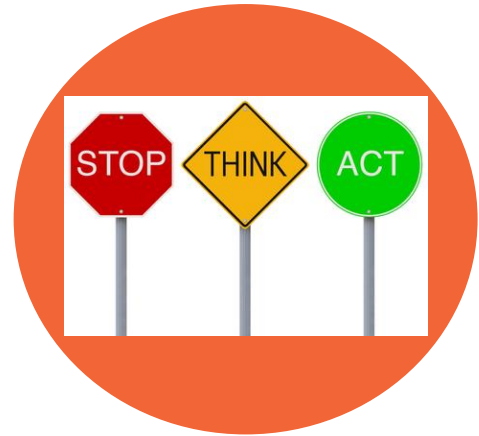
- Know the exit strategies (yours and theirs)
- Who else is in the room?

Maintain Safe Distance

- Give them and you space
- Non-threatening stance

Know your Allies

- Use a team approach
- Know who you can call



Safety First: Remain Non-Threatening

Posture, Expression, & Tone:

- Match their level: sitting or standing
 - Non-threatening stance
- Open, relaxed hands in front of your body; relaxed shoulders; no pointing
- Neutral expression: appear calm and confident, even if you don't feel it
- Calm, Caring and Curious tone



C A R E S

Calmly Listen /
Acknowledge

Reassure

Explain/ Suggest



Honor Past

Acknowledgement of history and experience (feelings, interests, needs, goals).

Bring to the present

Instill confidence and partnership moving forward

Move Toward Future

Seek a dialogue where your needs and their needs are both priorities.

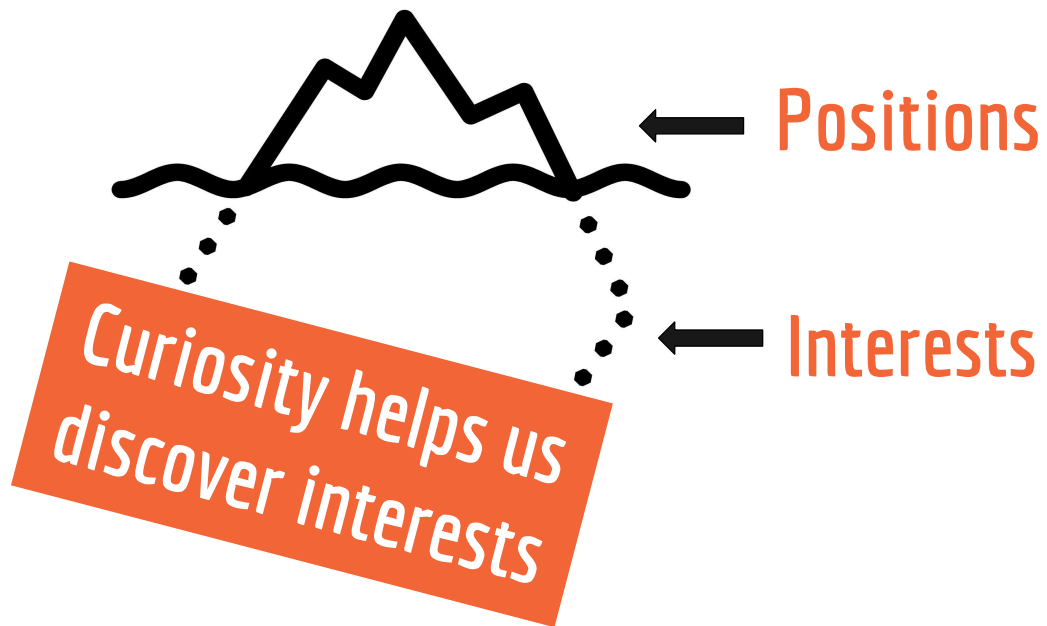
****Goal: To establish CARE then move to Suggestions/Solutions**

CALMLY LISTEN

- Commit to staying calm
- Seek understanding - ***be curious***
- Practice your self-regulation techniques
- Humanize: First names



Offer empathy when it's least expected



ACKNOWLEDGE

- Repeat back what you're hearing from them
- Validate their perspective
- Create a space safe enough for them to slow down and get out of their position

Honor their experience



EMPATHY

AAA Framework



Acknowledge

You're ___ (feeling) because you want ___ (interests).

(Feelings + Interests = Acknowledgment of Experience)

"It sounds like this is leaving you frustrated because you want to be treated fairly, with respect."

ALIGN

I also want _____.

(Express common ground or shared interests)

"I also want you to feel respected here."

APOLOGIZE/AFFIRM

I am sorry ___ (behavior) caused ___ (impact) on you.

(If you had a part to play in their experience; OR as a general expression of empathy)

"I'm truly sorry that this is happening."

How Would You Use the AAA Framework?

- "I'm not taking those meds! I want to do it on my own. I don't need them, they're not even working, so don't make me!"

"It sounds like you're feeling pressured (emotion) because you want to support yourself without the medications (interest), is that right? (Acknowledge). I also want you to find the right support for you (Align)..."

- "You don't know what it's like to go through these cravings! I can't handle it anymore!"

"I can see that you're feeling alone and uncomfortable (emotion), because you want those cravings to go away (interest) (Acknowledge)...I also want that for you... (Align)"

- "I've been waiting here forever and no one is helping me! No one even cares!"

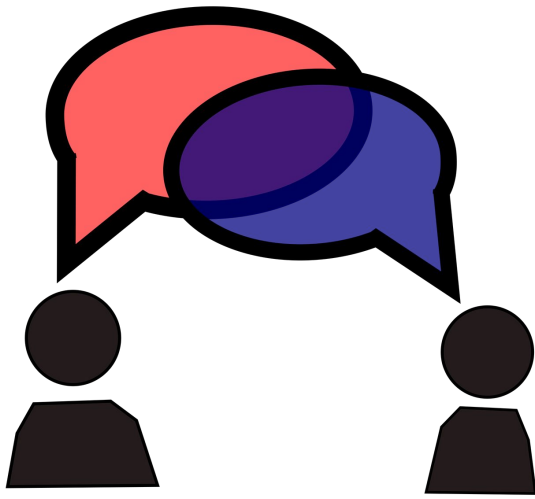
"Hey, I get it, you're frustrated and feeling neglected (emotion) because you want someone to listen and show that they care (interest) (Acknowledge). I also want you to feel cared for and attended to here (Align)..."

- *"I realize how frustrating this must be for you."*
- *"Oh, that sounds frustrating."*
- *"I can see why you're upset about this."*
- *"It sounds like this has been a really challenging situation for you."*
- *"I understand that this is not the outcome you were hoping for"*
- *"Thank you for sharing that with me."*

REASSURE

*"Let's see if we can work together
on this to find a solution."*





EXPLAIN

- Is there a policy or procedure that you need to follow? How might it help them?
- Explain your needs / situation / policy + **why**
 - *"I need __, because__"*
- Frame your needs in a way that benefits them, if possible
 - *"To be able to help you more quickly, I need..."*

*Where do we have control
Where do they have control*

SUGGEST

- Present choices to preserve respect and control. *"We could do __ or __?"*
- Offer any suggestions and alternatives
 - Respect autonomy and agency
- Maintain Messaging!

Maintain and Restore RISC needs



Putting It All Together

"You need to find an appointment for my daughter today, I'm not leaving until it's done! I'm sick of this runaround we always get here!"

Calmly Listen / Acknowledge

Reassure

Explain/ Suggest



C
A
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Calmly Listen /
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Honor Past

**Bring to the
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Acknowledgement of
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(feelings, interests,
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Instill confidence and
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Seek a dialogue where
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****Goal: To establish CARE then move to Suggestions/Solutions**

Coffee Break until 3:15 pm



Role Practice Guidelines

1. Decide who will be the person practicing the CARES approach (A) and who will be the other person in the scenario (B).
2. Read your part of the scenario and take a minute to add context from your previous experience before starting.
3. Stay within what is realistic and don't be too easy (this is suppose to be a little challenging).

Those who practice, sharpen their tactics!

Exiting a Dangerous Situation (ABCs)



Acknowledge (AAA)

- Lean heavily on the AAA De-escalation tools. AVOID your own opinions / judgements.

Back out

- Exit the situation quickly and calmly. AVOID getting in the last word or furthering escalation.

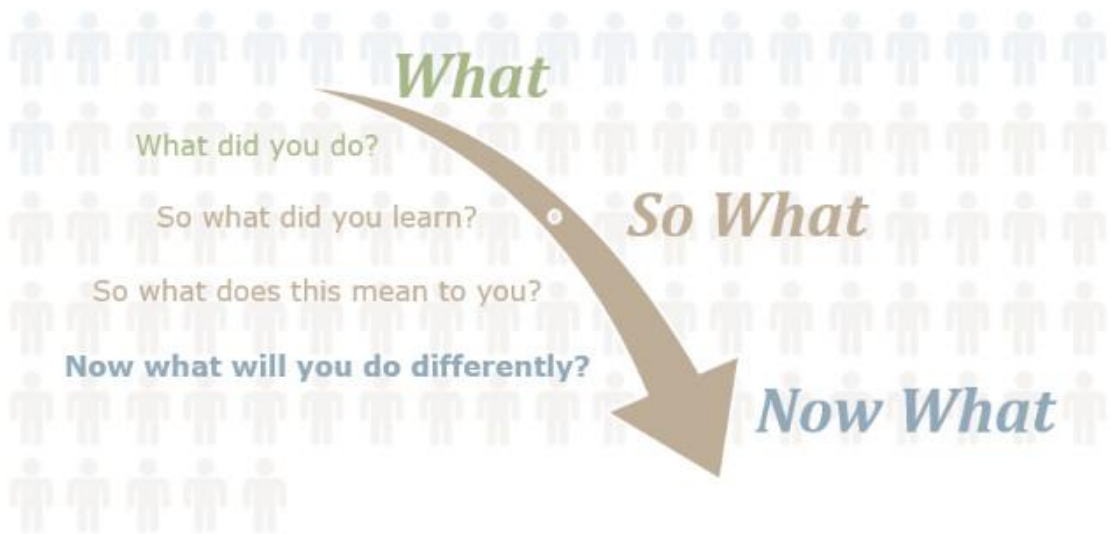
Call for help

- Alert your leadership, team, or the authorities, as appropriate to determine next steps.

How will you support your team members through escalated situations moving forward?

“We do not learn from experience... we learn from reflecting on experience”

- John Dewey, 1993



Toolbox Takeaways:



1. Escalation stems from a real or perceived threat to one's needs
 - a. *Where are the RISC Factors?- Respect, Identity, Safety, Control*
2. Self-awareness and self-regulation are prerequisites for effectively de-escalating others
 - a. *Know your hot buttons/triggers, and be sure to create space between your escalator and your response*
3. Illustrate CARE when seeking to de-escalate a situation
 - a. *Lean heavily on AAA, and try not to jump right to your Explanation*
 - b. *Remain mindful of your posture, expression and tone*
4. Remember to reflect after every experience!
 - a. *What? So What? Now What?*

These skills are like muscles!
They require development and
consistent use.

No one is ever perfect.

Scan for Survey

Thank You!

