

De-Escalation Training

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Agenda

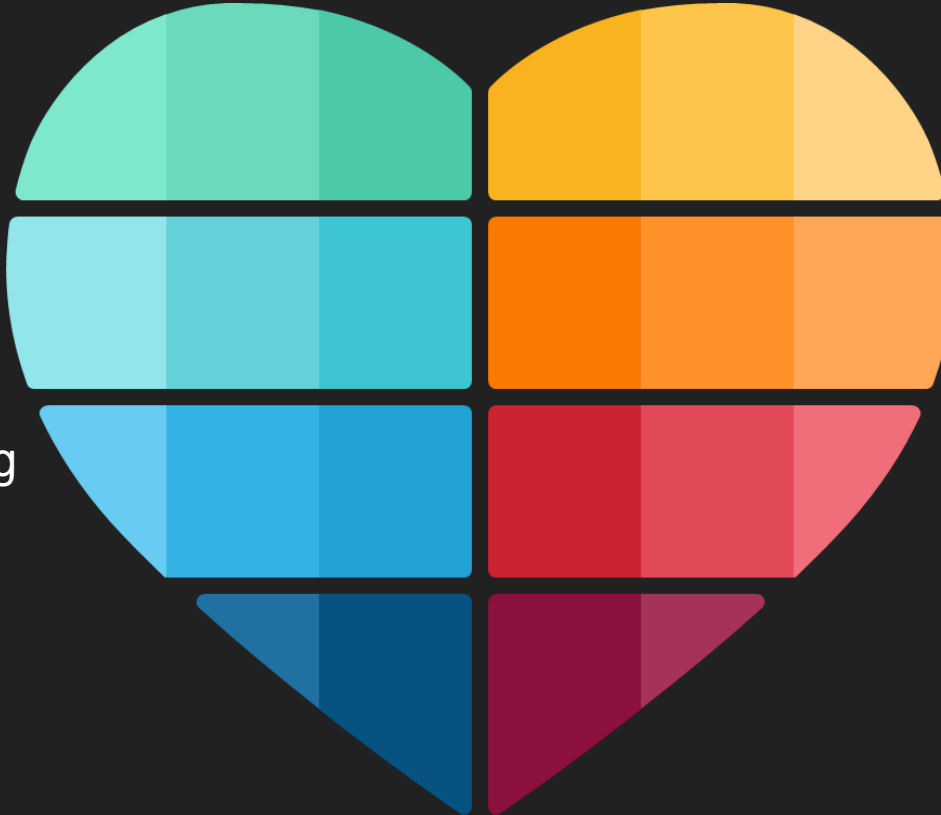
- Introductions
- Signs of Distress or Escalating Behaviors
- Escalated Response
- De-escalation Techniques
- De-escalation Scenarios
- Concluding Remarks

Introductions



Goals for Today

Identify early signs
of escalated
behavior

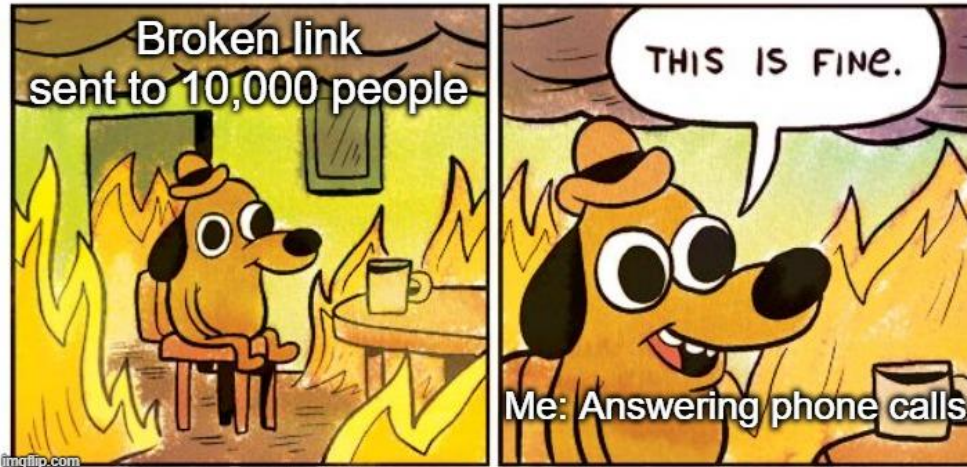


Highlight the
benefits of early
de-escalation

Provide well-being
strategies and
resources

Incorporate what
you learn into
scenarios

Why De-escalation?



#1 Improved well-being

- 2022 is not 2019
- Highly requested
- Trend data
- Complex uncertain situations

Awareness is Key



Self How am I doing today?
When was the last time I checked in with myself?

Social How do I show up or appear to others?
When do I need more help?

Situational What plans does my LHD/organization have for agitated individuals?
How do I address an agitated individual and maintain my personal safety?

De-Escalation Techniques

See Handout

▲ De-Escalation Workshop

The Three Ss of Awareness

We all manage stress differently. The escalation cycle has many similarities to the stress response. When a stress response is heightened for a longer period of time, it can lead to a higher baseline level of stress and potential health and well-being issues. When we encounter stressful situations, we can utilize different types of awareness to help identify and manage our own responses to that situation.

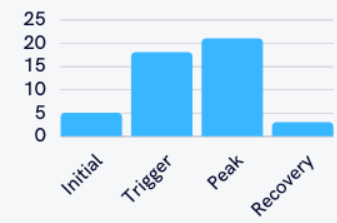
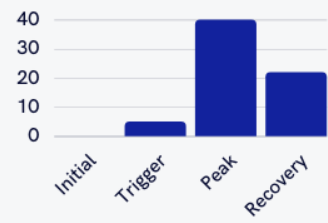
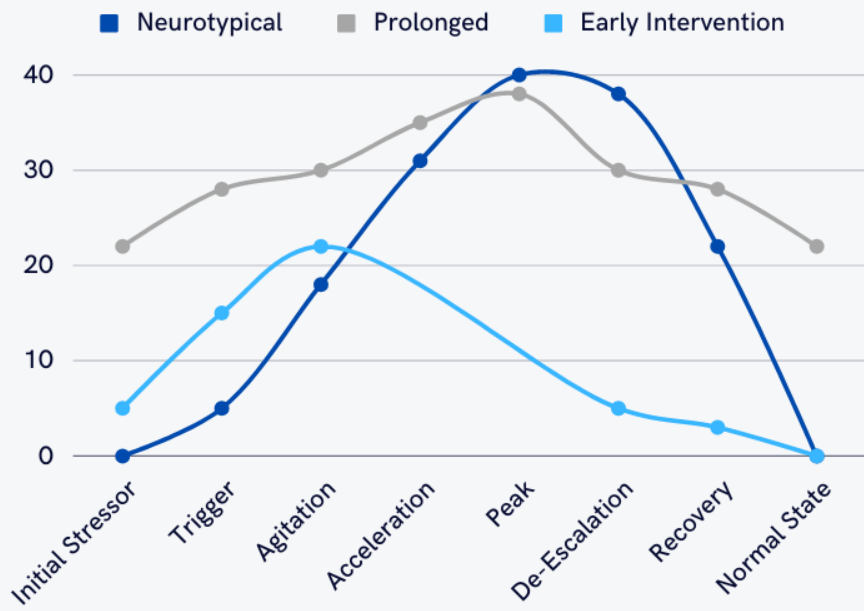
- **Self-awareness** - your understanding of your own behaviors, traits, biases, and feelings
- **Social awareness** - your understanding of how you interact with others and are perceived through verbal and nonverbal communication and behaviors
- **Situational awareness** - your understanding of where you are within a space, the space around you, and potential future actions you may need to take.

Strategies to Build Awareness

1. Journal or write down your feelings and things that you experienced at the end of the day. You can also find journals with prompts to help you to process and reflect.
2. Practice listening and responding to difficult conversations.
3. Seek feedback from trusted colleagues.

Spotting Escalating Behaviors

In your work, you encounter many individuals who are under stress. Remember that every individual is different. Escalated behaviors can appear slowly, appear rapidly, or there may be no advanced warning signs.



Examples of Escalating behavior







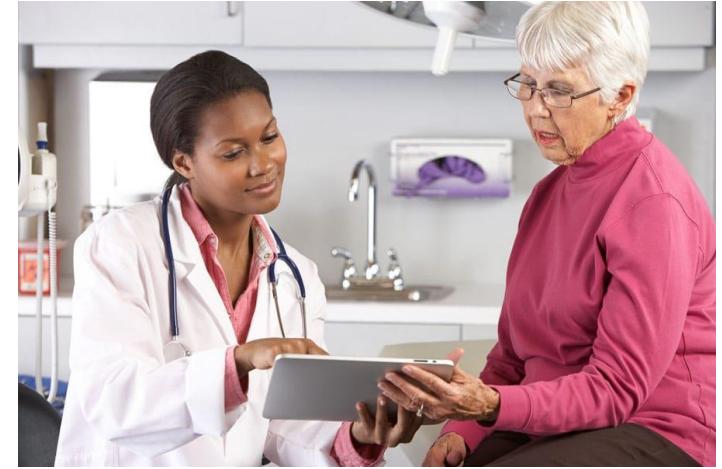
Review Your Checkboxes

What behaviors were common amongst all of the videos?

Were there behaviors that you noticed that were not on the checklist?

Responding to Escalated Behaviors

Body Language Signals

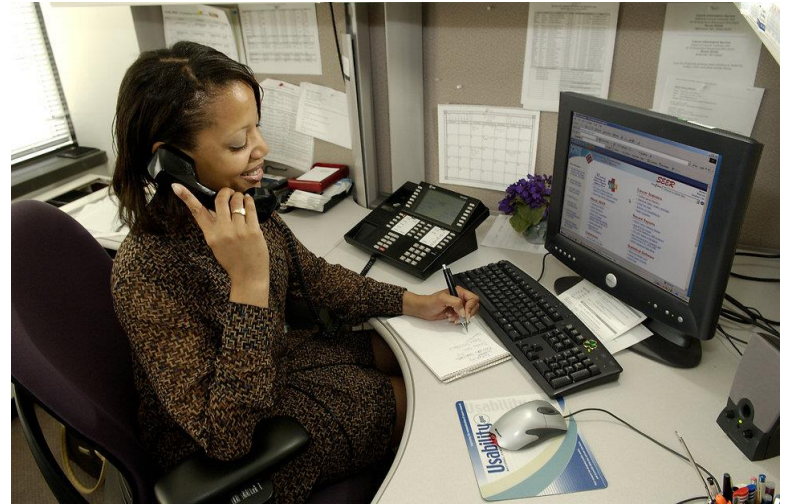


Verbal Communication

- Speak calmly
 - Ask “How” questions instead of “Why” Questions
 - Ex: How are you doing? Instead of: Why are you so upset?
- Would you mind telling me.... I want to understand...
- It sounds like you are (use their words) because of (the situation). Let me see if I can help.
- Try to **avoid overpromising** and also be realistic.

Advice for Phone Calls

- Maintain good posture
- Smile when you begin your greeting
- Think of CAF (Calm, Assist, Facilitate)
- Ask questions with 5 words or less
- You may need to repeat information. Script out responses to common questions



Successful De-escalation Example



Practice Scenario: Phone Call

You are making calls regarding surge supply distribution. You receive the response “What can you do to help us?” from a nursing home administrator.

What are some of your initial steps?

What should you avoid doing?

Which de-escalation strategies can you incorporate from the worksheet?

Practice Scenario: Lobby Re-Opening

You greet the receptionist and notice that they appear upset. You scan the lobby and notice someone who is pacing back and forth in the crowded lobby.

What are some of your initial steps?

What should you avoid doing?

Which de-escalation strategies can you incorporate from the worksheet?

Conclusion/Debrief

We each play a role in maintaining positive and safe work environments.

Not all escalated situations are within our control. We can control how we engage in the moment and care for ourselves afterwards.

Resources/Contact information

Handout can be downloaded from:

vdh.virginia.gov/workforce-development-team

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