

DE-ESCALATION

A Brief Guide of Considerations

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HELLO & WELCOME

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OUR GOALS



0 1. UNDERSTANDING CRISIS

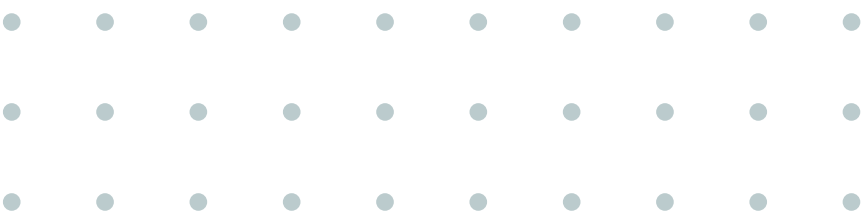
0 2. RESPONDING TO CRISIS

0 3. DE-ESCALATION TECHNIQUES

0 4. CLOSING THE LOOP

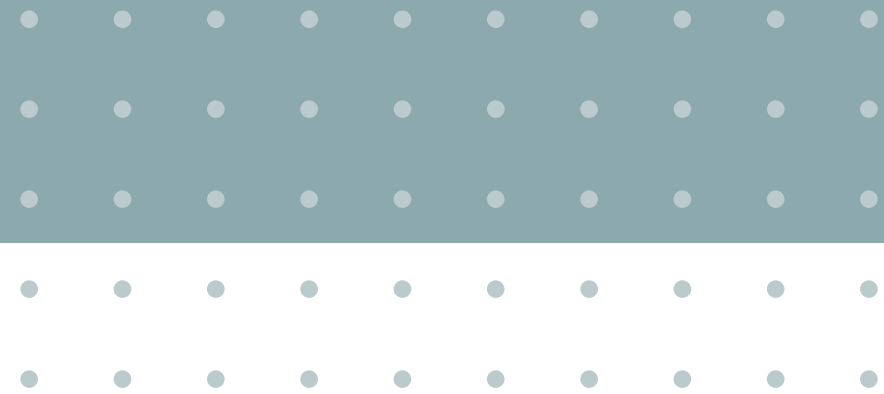


A MOMENT OF REALISM



0 1.

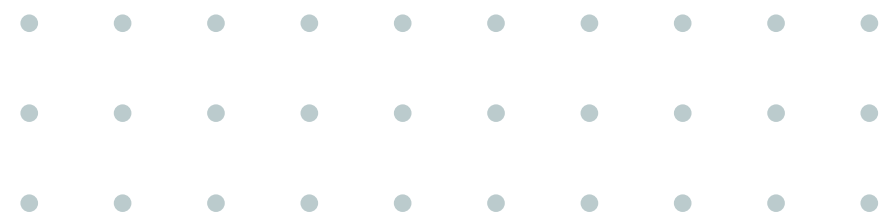
UNDERSTANDING CRISIS



WHAT IS A CRISIS?

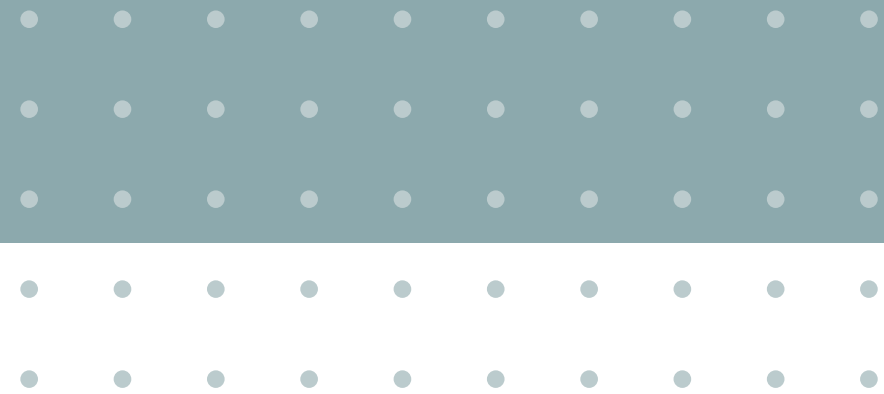
- fear?
- sadness?
- confusion?
- anger?
- silence?

manifests differently for all



02.

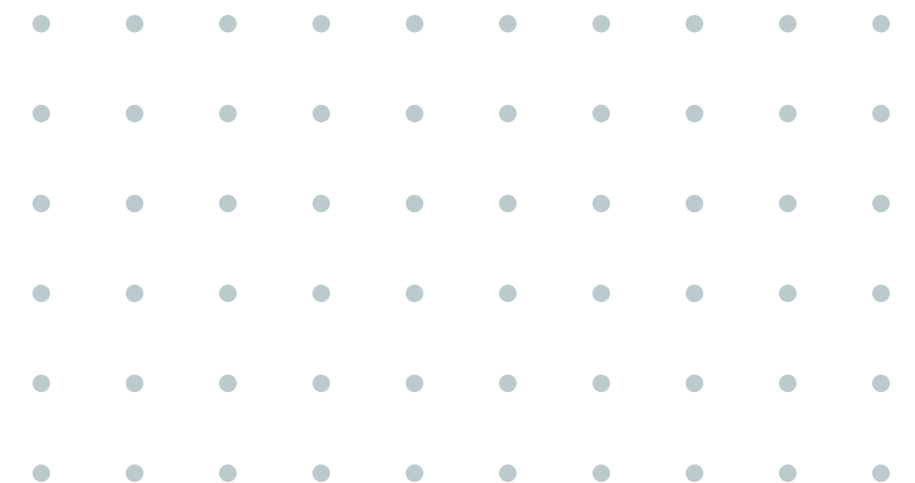
RESPONDING TO A CRISIS





MUST ASK YOURSELF...

- is this situation safe for me?
- am I equipped to deal with this circumstance?
- is a conversation at this time even possible?

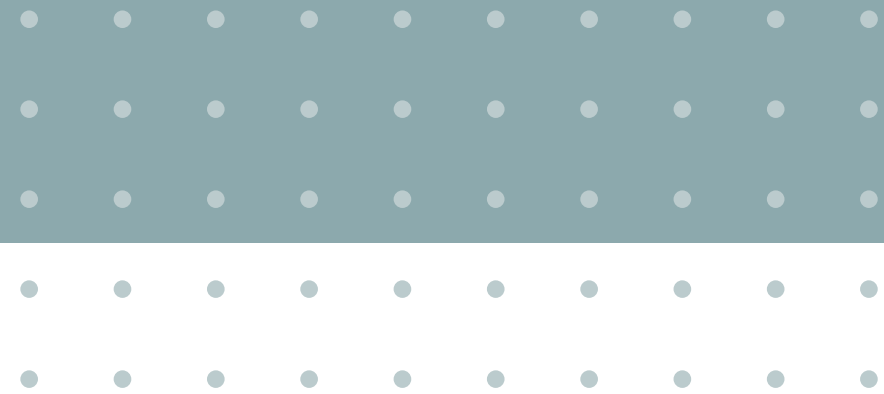


Disaster
Plan



03.

DE-ESCALATION TECHNIQUES





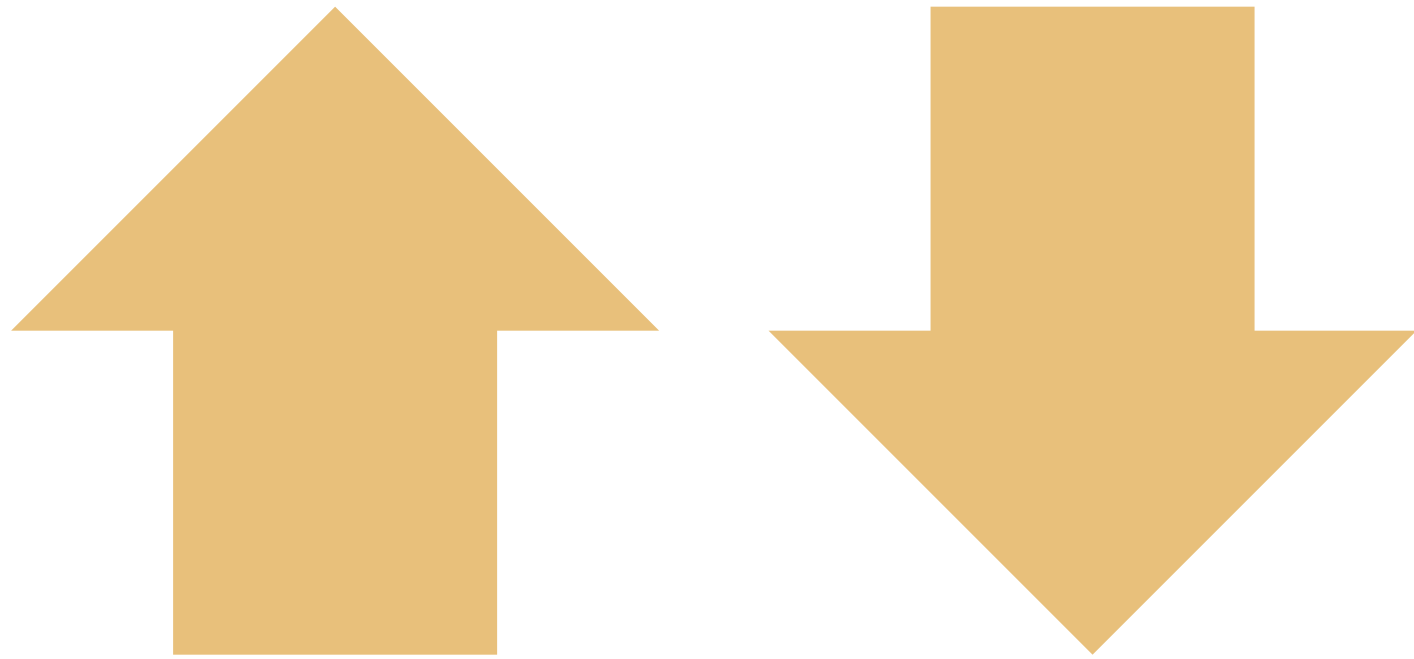
DISTANCE


BARRIERS

TIME



ARE WE GOING...





Hear What
People Are
Really Saying



LISTEN

allow the time for people to talk to you and hear what they are saying

recognize that regardless of circumstances we are all deserving of resources and opportunities available to reach favorable outcomes

EQUITY



EXPLAIN

when safe to do so, take the time to slow down and explain the "why"

all people are worthy of being treated honorably and with respect

DIGNITY



LISTEN

THINK

SPEAK

ACTIVE LISTENING SKILLS

EMOTIONAL LABELING

shows understanding and helps build a connection...you will be corrected if wrong

VALIDATE

let the person know you hear them and that you can understand the hardship of their emotion or experience

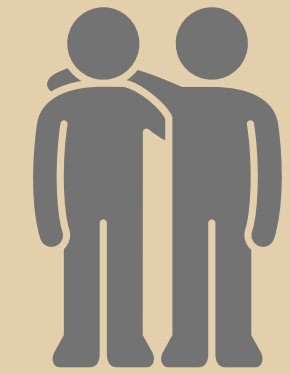
MIRRORING

restating the last portion of what the person has said to encourage them to continue talking

*OTHERS INCLUDE MINIMAL ENCOURAGERS. OPEN ENDED QUESTIONS, PARAPHRASING, AND SUMMARIZING

Behavioral Influence

Stairway Model



BEHAVIORAL CHANGE

INFLUENCE

RAPPORT

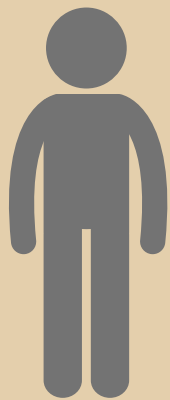
EMPATHY

ACTIVE LISTENING

INTRODUCTION

RELATIONSHIP / BEHAVIORAL CHANGE

TIME







Shorts

RSA

THREE D'S OF DOOM

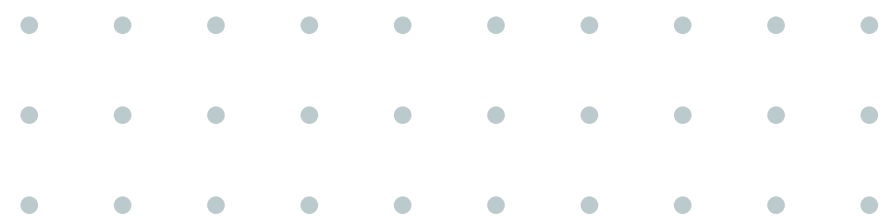


0 1. DENY
“I’m sure that’s not how you really feel.”

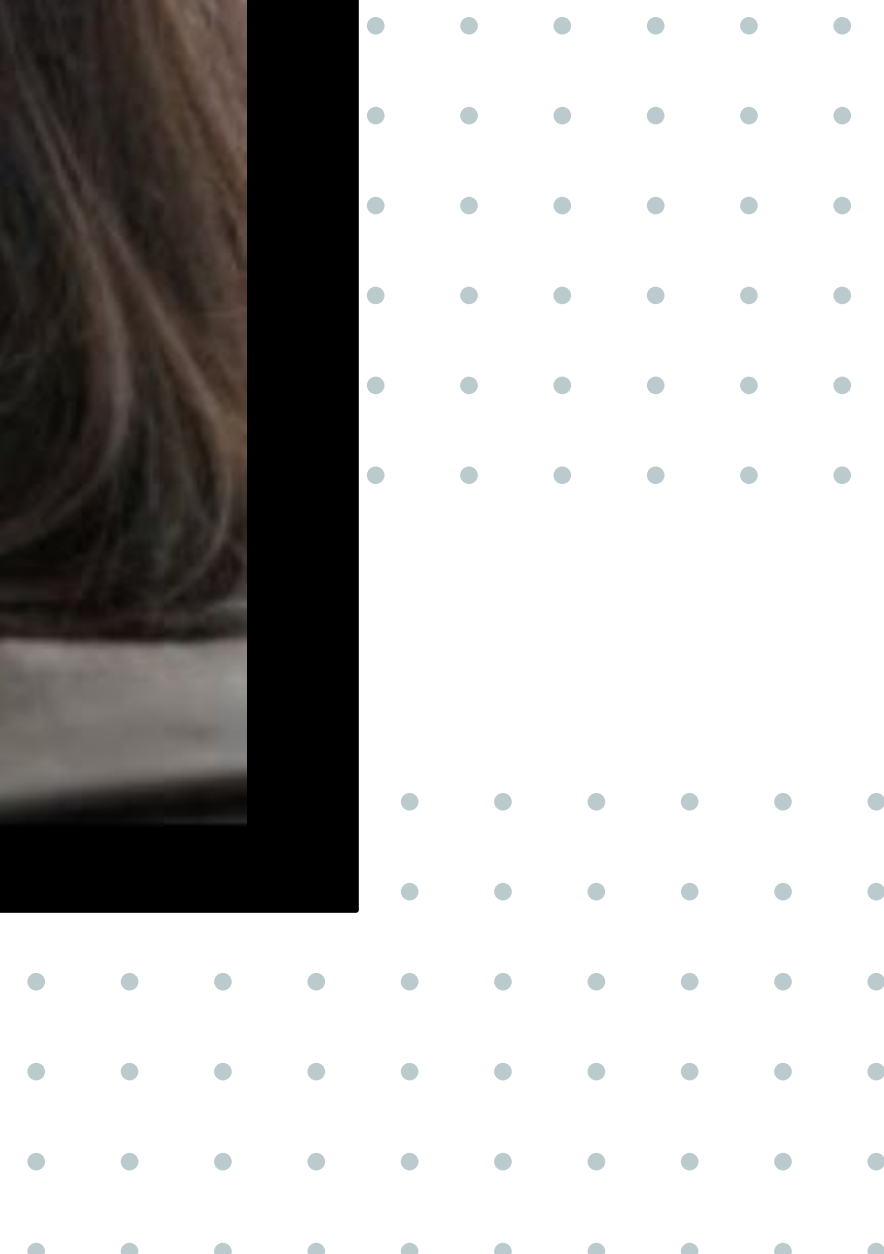
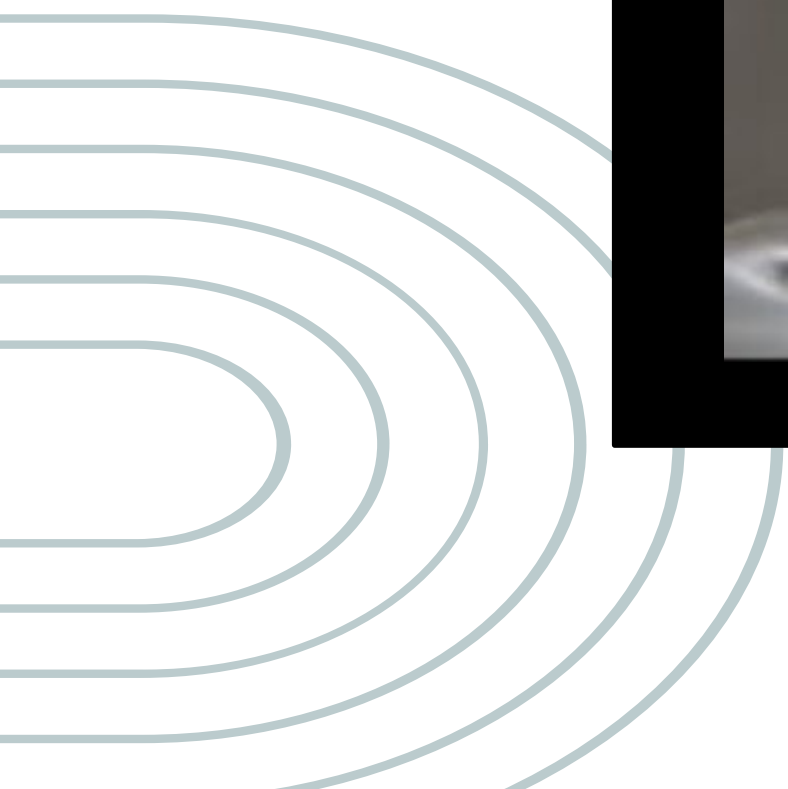
0 2. DISMISS
“you just need to change.....and it will be better”

0 3. DOWNPLAY
“it will all work out, just wait and see”

*RUSHING TO PROBLEM SOLVE

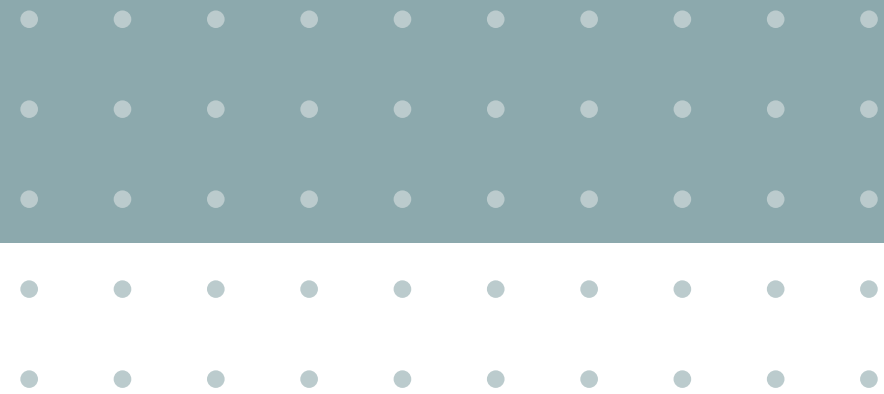


IT'S **NOT**
ABOUT
THE
NAIL

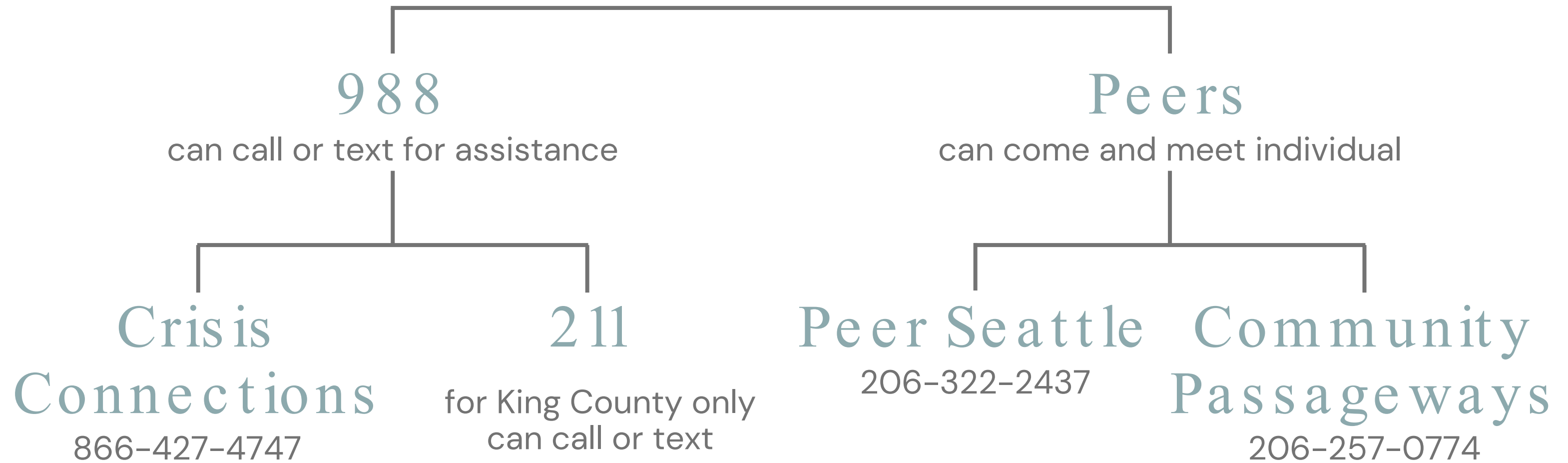


04.

CLOSING THE LOOP

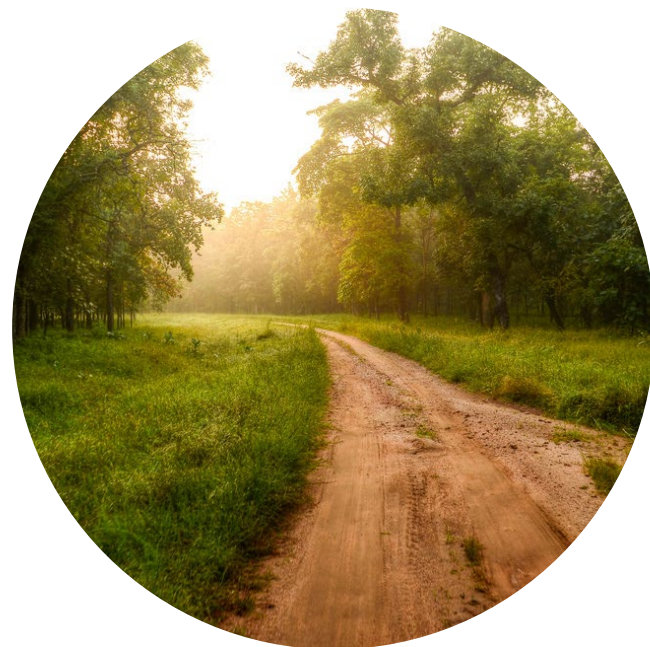


KING COUNTY RESOURCES

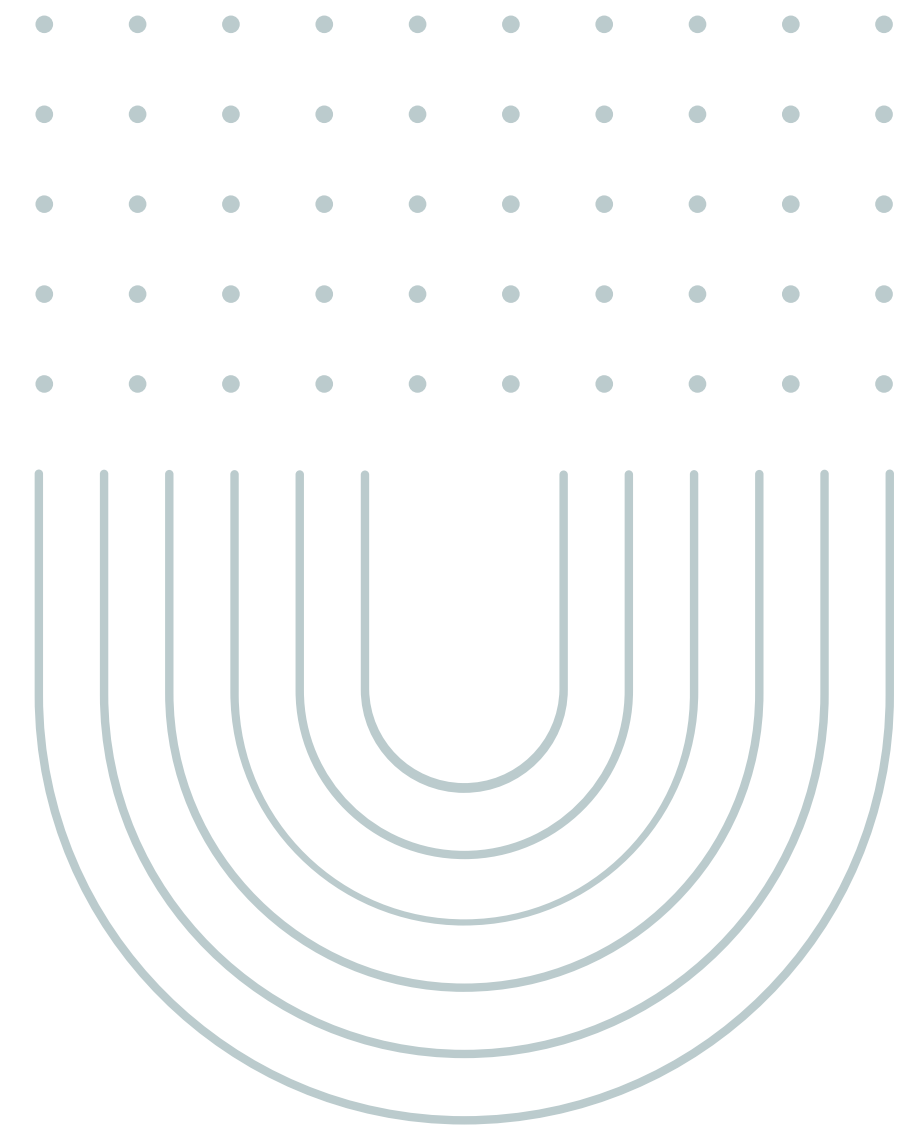




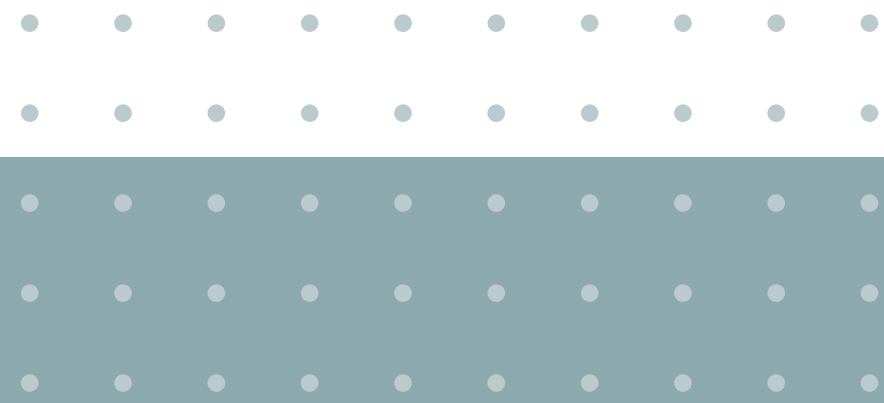
Talk About It
if you find that after a situation you can't stop thinking about the event, talk to co-worker, friend, mentor, etc.



Take Time for Yourself
Do things you enjoy to renew your own energy and restore balance.



**YOU
MATTER
TOO**



THANK YOU

Have any question?

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