

DE-ESCALATION
101:
METHODS AND
TECHNIQUES
FOR MANAGING
VOLATILE PERSONS
& STAYING SAFE

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GOALS

- ▶ Develop Skills to be a Better Ethical Protector.
- ▶ Manage Conflict More Professionally, Safely, and Effectively.
- ▶ Inspire Voluntary Compliance, Cooperation, and Collaboration.
- ▶ Creating Allies versus Adversaries.

Ethical Protector

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WHAT HAVE YOU DONE TODAY
TO MAKE YOUR ENVIRONMENT
INCOMPATIBLE WITH VIOLENCE



Create a social contract with the Universal Greeting

- ▶ Give an appropriate, positive greeting
- ▶ Introduce yourself and your affiliation
- ▶ State the reason for your contact
- ▶ Ask the other party a relevant question

UNIVERSAL GREETING (VJ/VDI)

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WORKPLACE

VIOLENCE

2 GOALS OF DE-ESCALATION

Create
Calm
Atmosphere



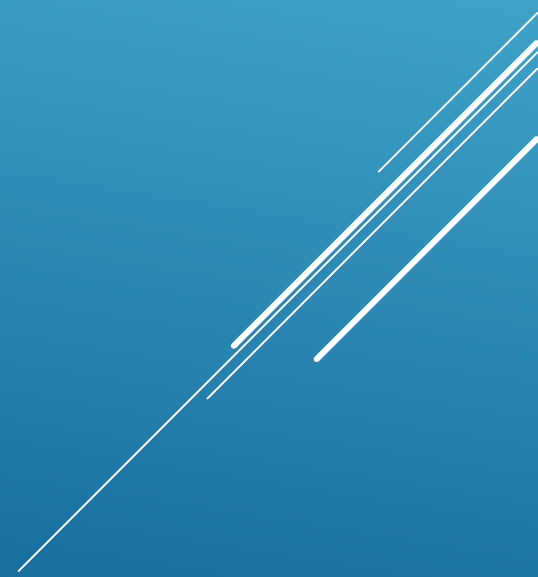
Stay Safe

Focus on
creating a
NON-
ESCALATING
environment.



UNIVERSAL BEHAVIORAL PRECAUTIONS

There is the potential for any patient or visitor (or even staff member) to become verbally or, in more rare cases, even physically assaultive under extreme distress.





THE PREMIER 5-MINUTE "METHOD"
FOR CREATING A NON-ESCALATING
ENVIRONMENT

INMATE SAVES OFFICER




BE A PROTECTOR:
A SERVICE ETHOS



BENEFITS OF BEING OF BEING A CONTACT PROFESSIONAL

PERSONAL SAFETY
DECREASED USE OF FORCE INCIDENTS
DECREASED INJURY RATES
DECREASED WORKMAN'S COMP CLAIMS
ENHANCED PROFESSIONALISM
DECREASED COMPLAINTS
DECREASED VICARIOUS LIABILITY
LESS STRESS
COURT POWER & ARTICULATION
INCREASED STAFF MORALE



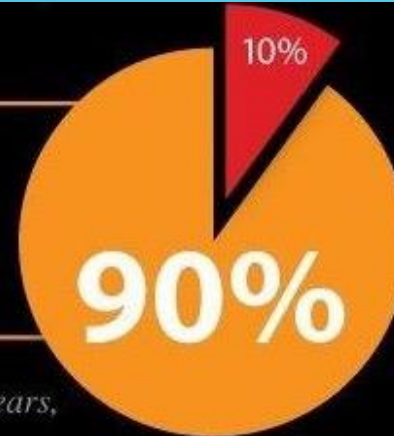
COOPER COLOR CODE



The Premier
Way to
Handle
any Threat

– Colonel Jeff Cooper

Awareness makes up 90%
of self-defense, the remaining
10% is physical techniques.



*“Safety is something that happens between your ears,
not something you hold in your hands.”*

– Colonel Jeff Cooper

selfdefenseresource.com


AWARENESS = 90% OF SELF-PROTECTION
10% = THE PHYSICAL TECHNIQUES

Safety is something that happens between your ears, not something you hold in your hands.

(Jeff Cooper)

acq
greater than
synergy. now
cooperatio
produce
arate

PATIENT RISK FACTORS

- ▶ Head trauma
 - ▶ Behavioral Health Issues
 - ▶ Substance abuse
 - ▶ Young age (particularly males)
 - ▶ Prior history of violence
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Family may have Risk Factors



THE PAIN FACTOR

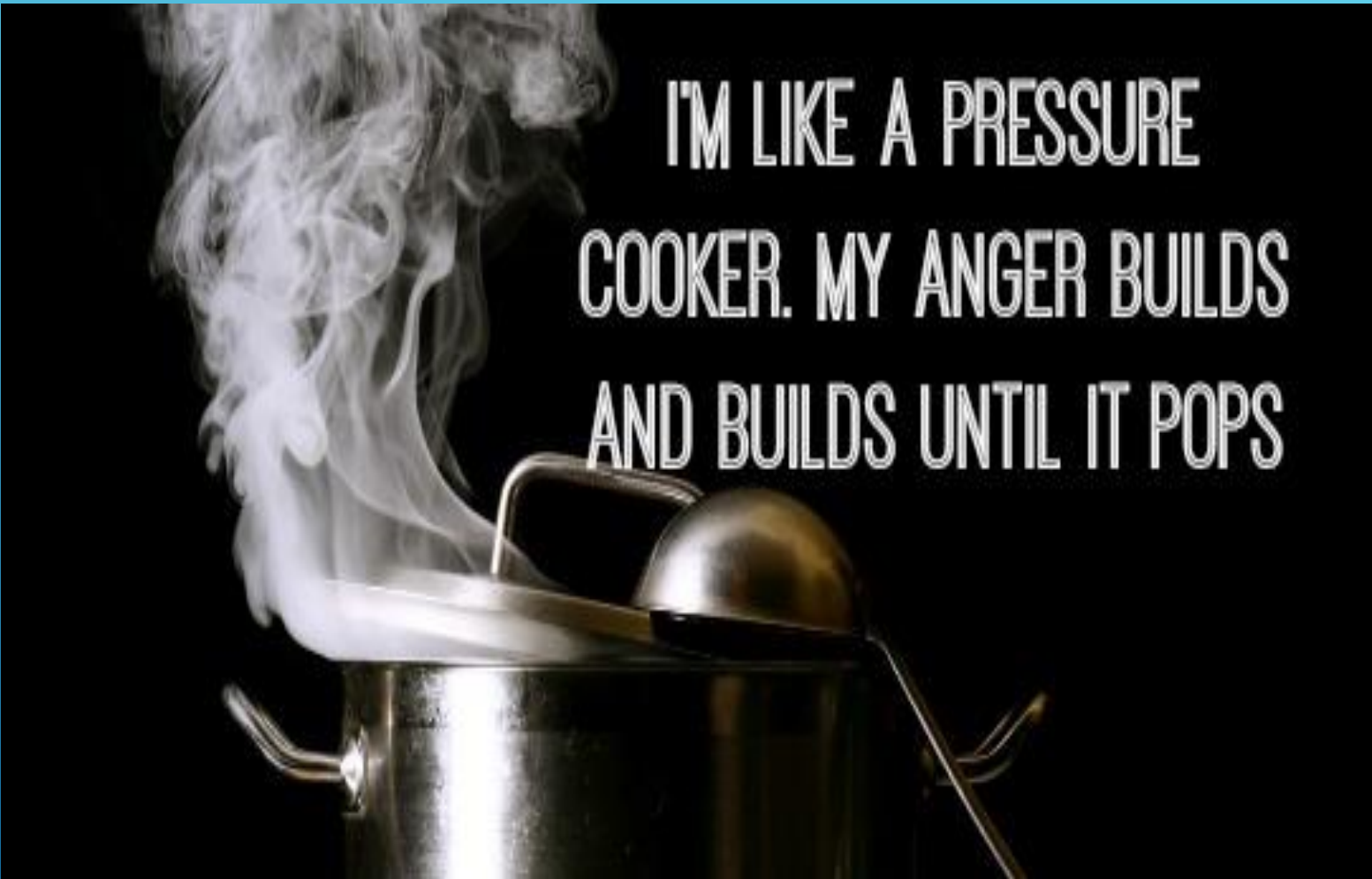






WELL

THAT ESCALATED QUICKLY

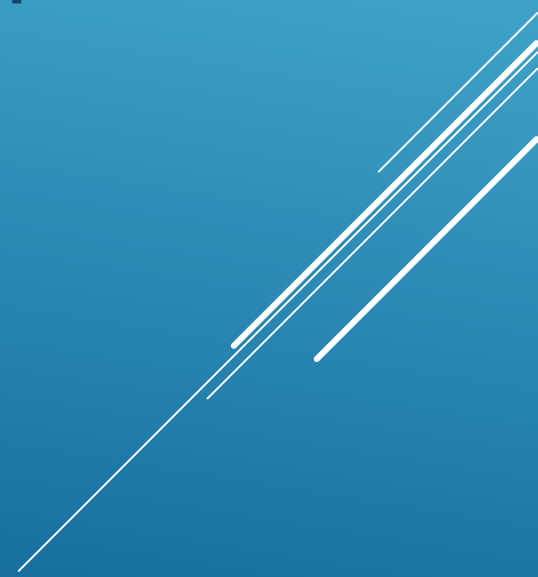
A close-up photograph of a stainless steel pressure cooker. The lid is slightly ajar, and thick, white steam is billowing out from the top. The background is solid black, which makes the metallic surface of the cooker and the white steam stand out. The lighting highlights the texture of the metal and the wispy nature of the steam.

I'M LIKE A PRESSURE
COOKER. MY ANGER BUILDS
AND BUILDS UNTIL IT POPS



A MAJOR KEY

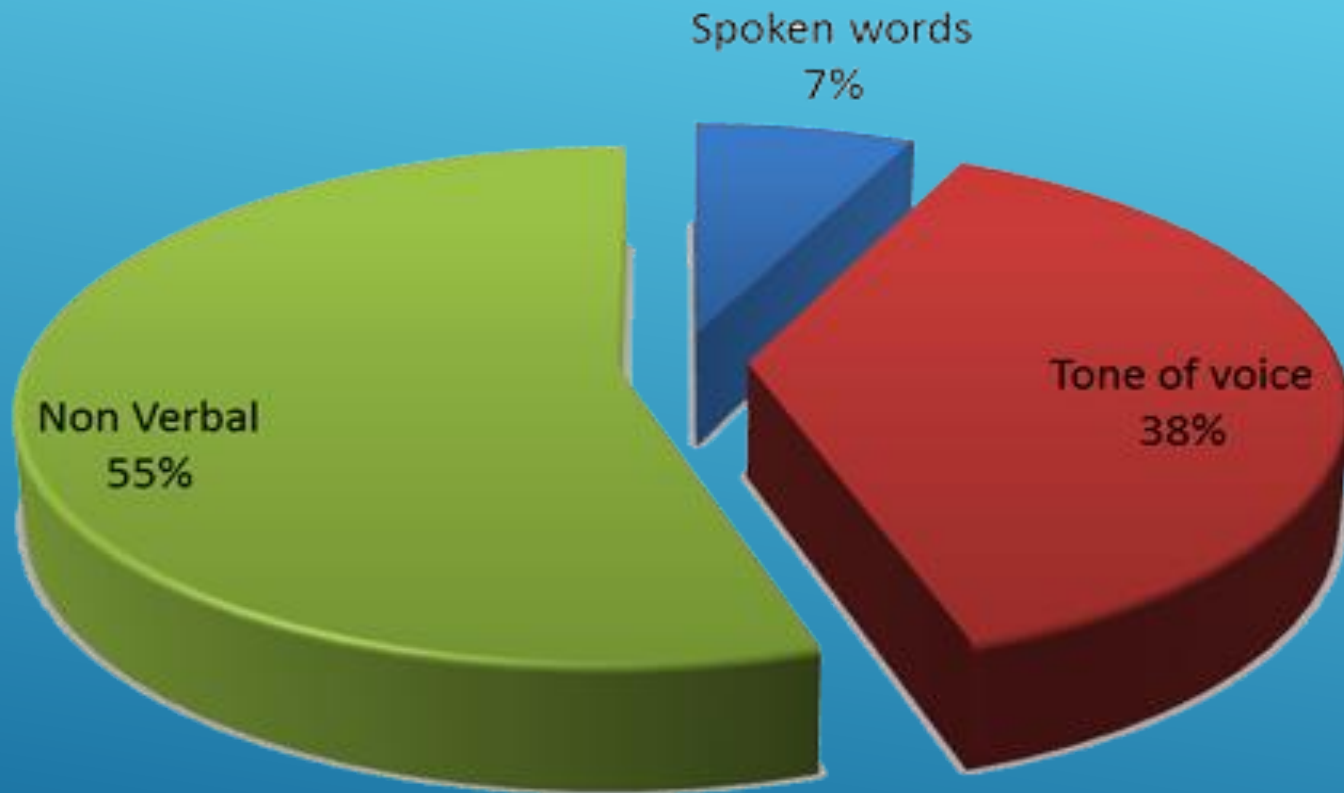
INTERVENE EARLY



How much of our
communication is
verbal compared to
non-verbal?



NON VERBAL COMMUNICATION




HOW TO LOOK OUT FOR, SPOT ESCALATION & THINGS TO DO (TTD)



ESCALATION FROM BASELINE

What is baseline (normal)?

TTD

1. Look for a noticeable increase or change.
 2. Spot **Gateway Behaviors**.
 3. Respond with **U.G.**, **Peace phrases**, and **dignity-driven care**.
- 

INCREASING LOSS OF THE ABILITY TO COPE

Escalation is growing due to diminished
coping ability

TTD

1. Strengthen boundaries
2. Call for help
3. Team Approach

VJ/VDI Redirections

VJ/VDI Persuasion Sequence

BEHAVIORAL EXPLOSION

The complete loss of control

TTD

1. Safe, non-harmful techniques.
 2. Team Approach
- 

RECONNECT

Decrease in physical & emotional energy

TTD

1. Re-Establish dignity-driven, respectful connection
 2. 3. Respond with **U.G.**, **Peace phrases**, and **dignity-driven care**.
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CALLING FOR HELP

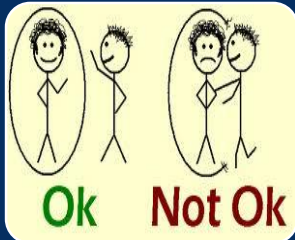


Have a simple and understandable
plan of action for ways of
asking for help (on & off campus).

SIGNS OF CONFRONTATION & ESCALATING NEGATIVE BEHAVIOR



Escalating Loudness/Shouting
Increasing Profanity
Flushed Face/Twitching Lips



Invading Personal Space
Challenging Authority
Change of Breathing



Darting/Jerking Eye Movements
Overly Aggressive Actions & Lang.
Making statements about losing control

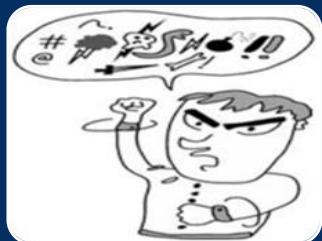
SIGNS OF CONFRONTATION & ESCALATING NEGATIVE BEHAVIOR



Acting chronically disgruntled
Rapid or pressured speech

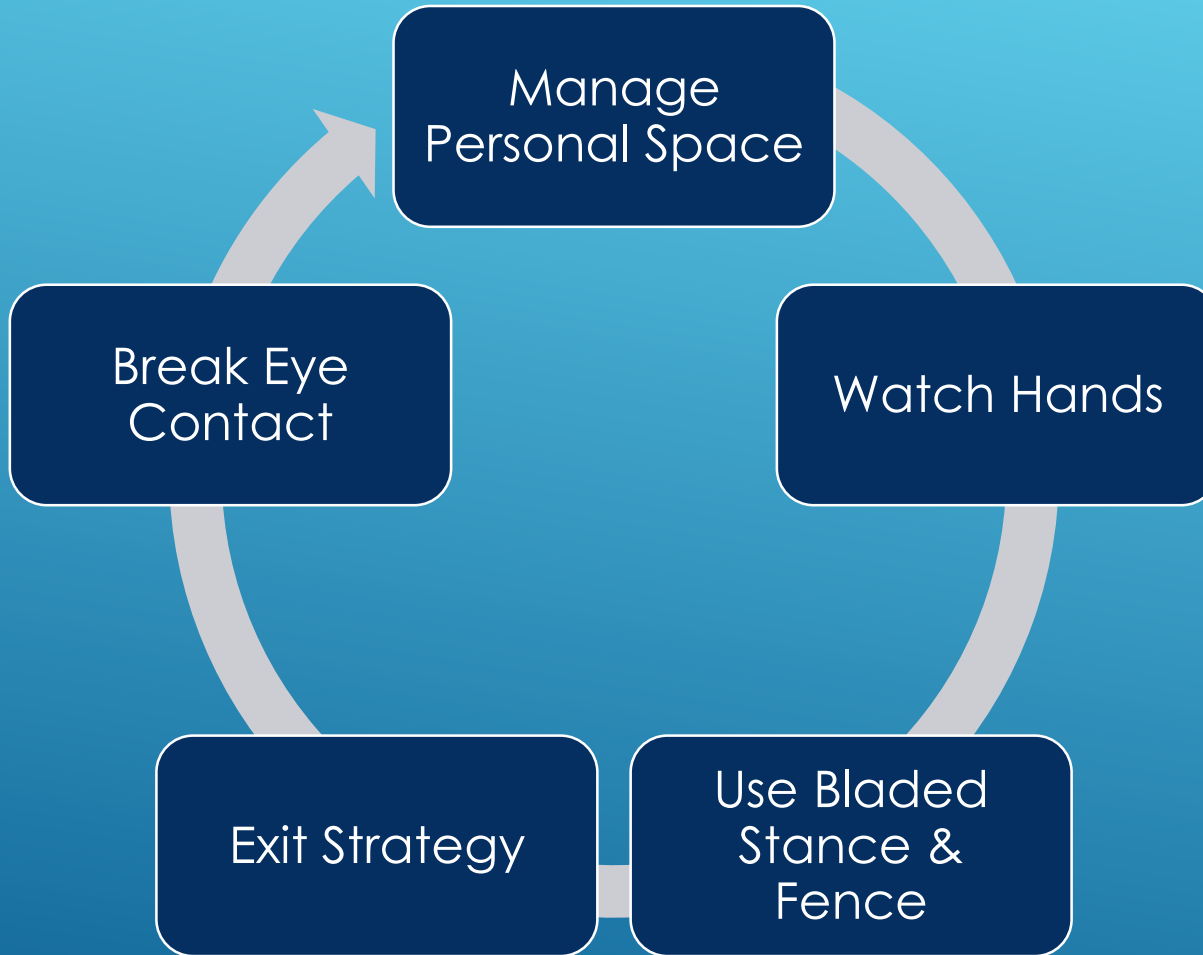


Opening & Closing of hands
Finger-Pointing/Fist-Pounding

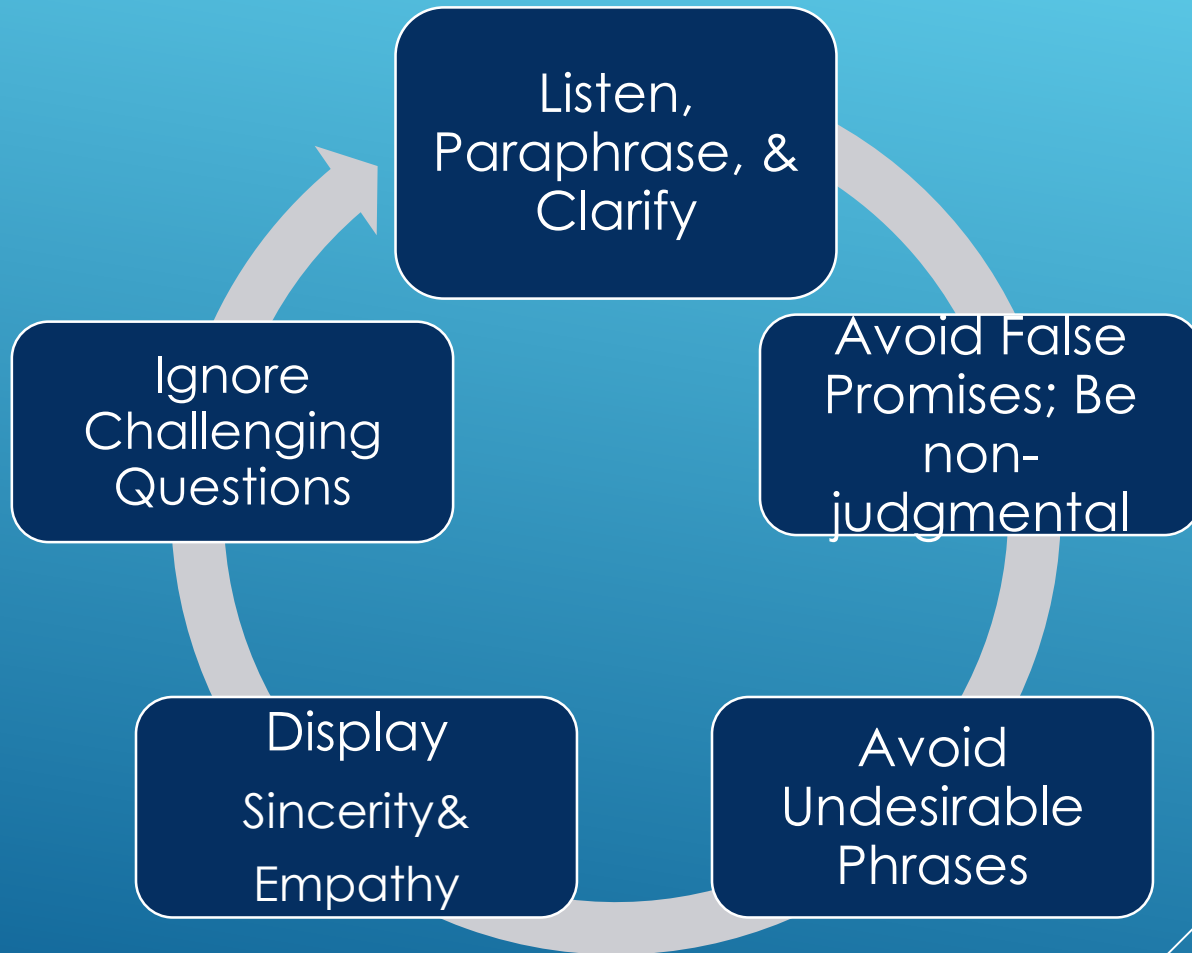


Any visible change in body posture/energy
Any erratic movements
* * * * Fidgeting * * * * (all kinds)

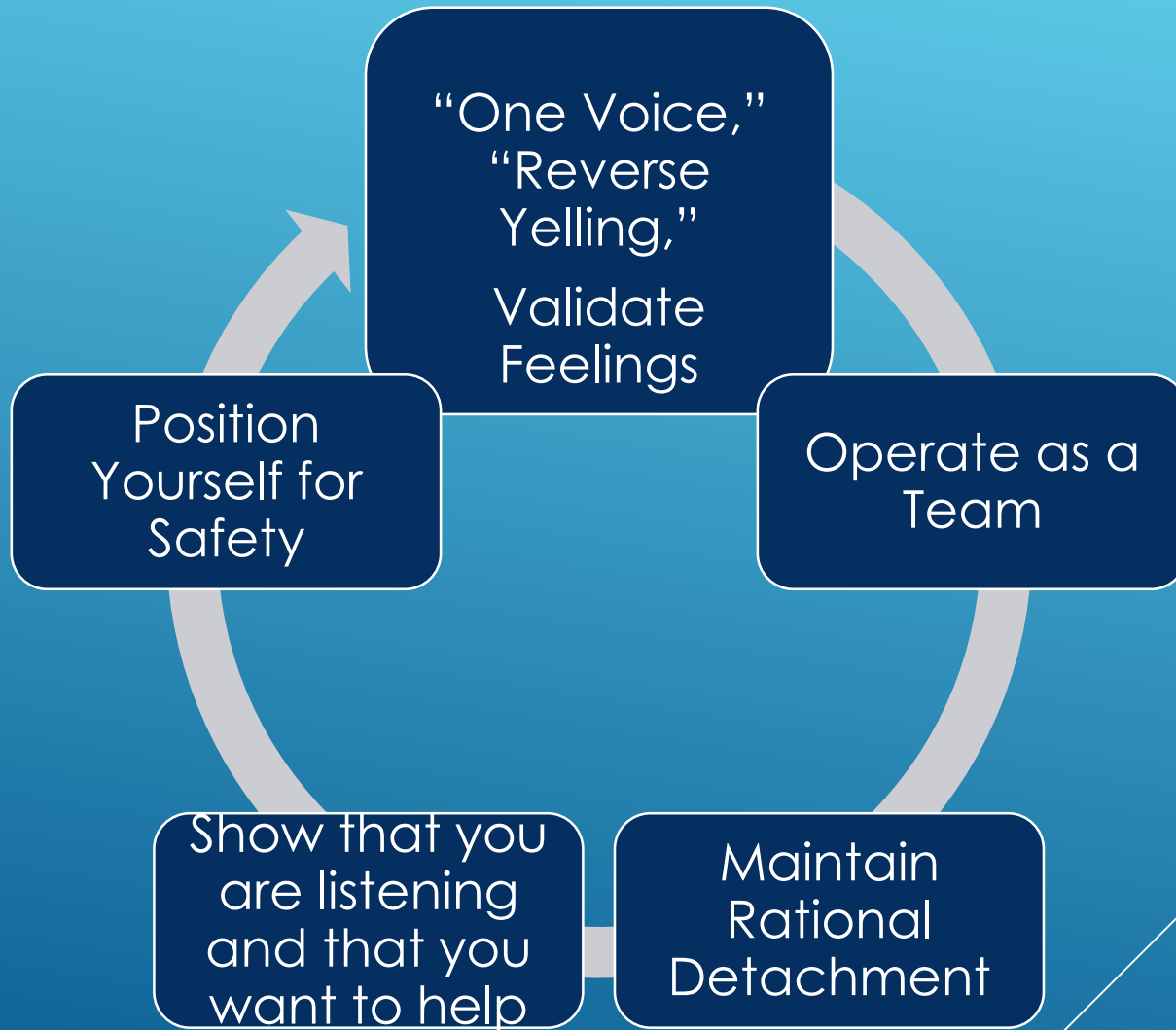
STAY SAFE METHODS



BASIC NON/DE-ESCALATION METHODS



BASIC NON/DE-ESCALATION METHODS



THE POWER OF LISTENING



EMPATHY

A respectful understanding of the feelings, thoughts, and attitudes of another.

* * *

Seek the real reason for the gateway behavior. Respond to real need.

TRAC in Room 315

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“The solution to violence in America is the acceptance of reality.”

~ Gavin de Becker

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REVIEW

Great Ways to
Manage Escalated
Persons



PERSONAL SPACE



Arms-Length Distance

3 feet-ish

Whatever you want it to be.

Distance is often your best friend.



BLADED STANCE WITH FENCE

Don't Push a River
Improvise and Adapt



One Voice



GATEWAY BEHAVIORS

Low-level, volatile behaviors that let you know someone is getting bothered, anxious, upset, or angry, etc.

TTD

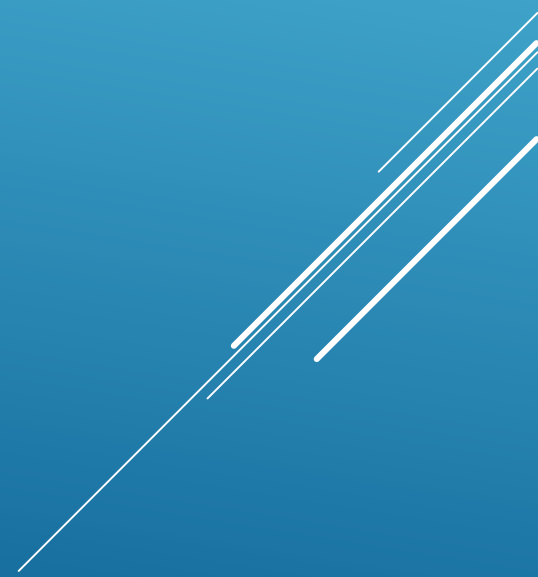
1. INTERVENE EARLY
 2. Persuasion Sequence
 3. Peace Phrases
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VERBAL VENTING

1. Allow verbal venting if possible.
2. Remove the person from the audience, or remove the audience from him/her.



STAY RATIONALLY DETACHED &
COMPOSED



WATCH YOUR PARA-VERBALS

The energy we bring to
an encounter with
another person invites
similar energy
in return.

cherylrichardson.com

PHYSICAL TECHNIQUES


Physical techniques should be used only as a last resort.

They should be used when it is too dangerous NOT to use them.



MANAGER INTERVENTION

Someone who is *perceived* as the person with control and power may need to intervene.



AFTER-CARE/DEBRIEFING

Check for:

Physical Wellness

Emotional wellness

What did everyone do well

What could be improved in future interventions.



REPORTING PROTOCOL

If it's not written, it didn't happen.

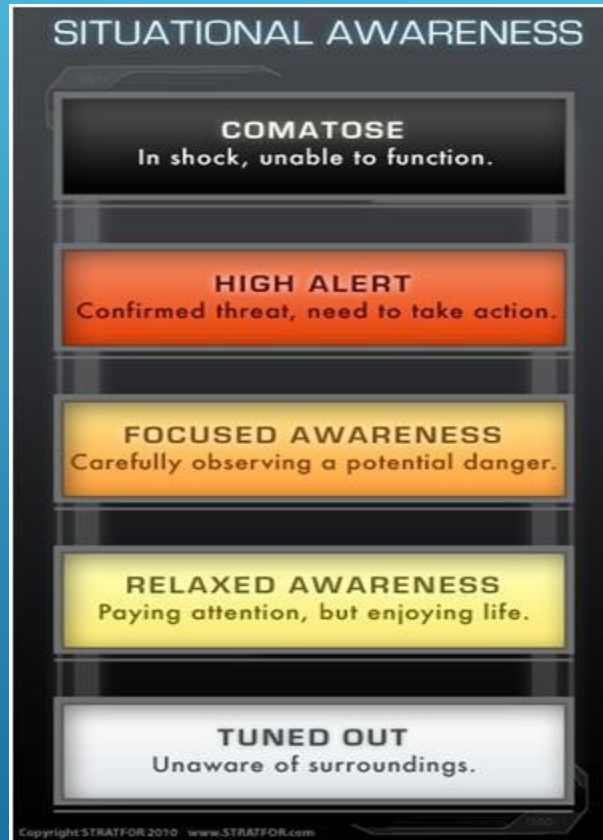


PHYSICAL TECHNIQUES



1. **Body Items (dangerous “weapons”)**
2. **Checking limbs (Visual always, physically as needed, Sliding Checks, Securing Checks)**
3. **Punches (Covers & Flinch)**

TAKE-AWAY 1



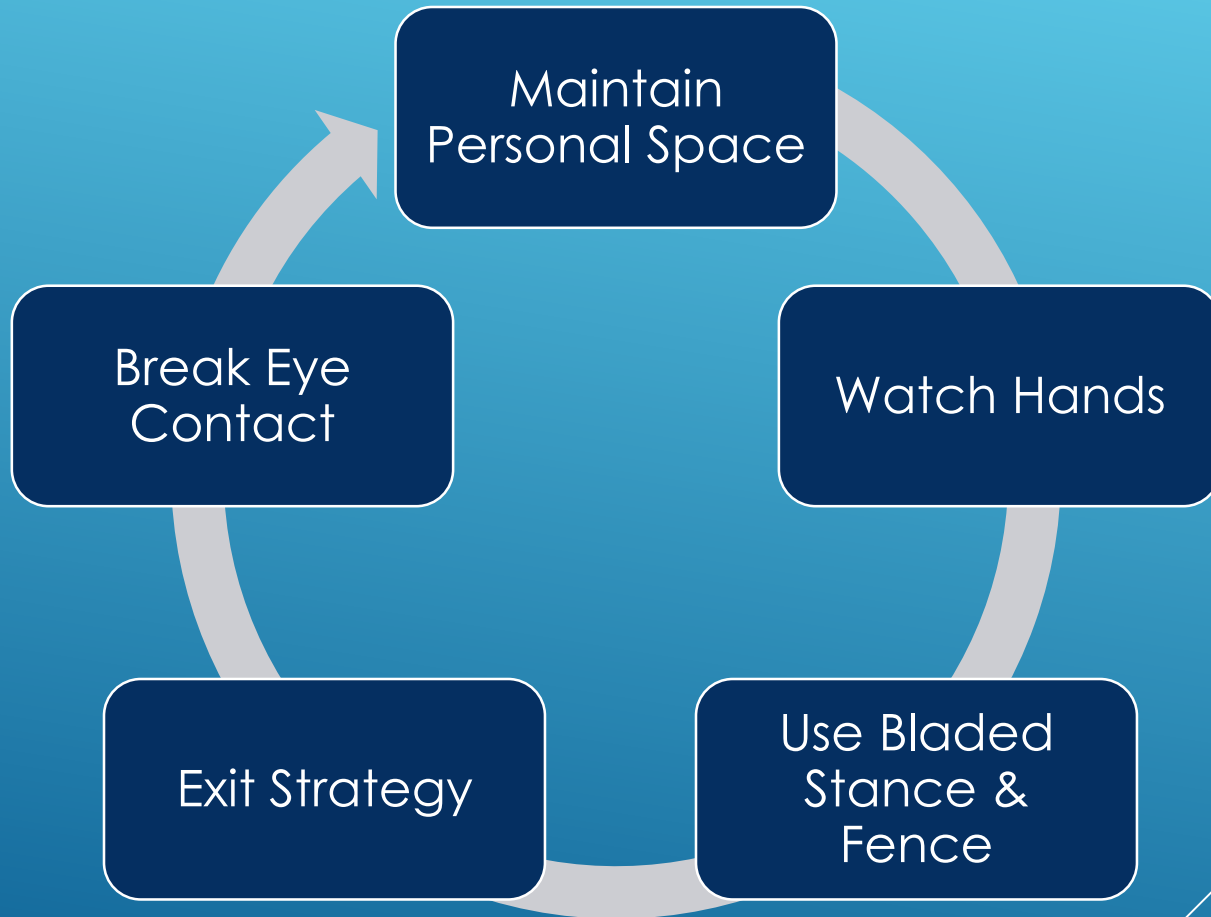
TAKE-AWAY 2

Intervene early

Create constantly a Non-Escalating
Environment

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TAKE-AWAY 3



WE ARE AMERICANS

