



* **Conflict Avoidance
& Behavioral
De-escalation**

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- * Learn practical ways to deal with uncooperative individuals
- * Detect warning signs for those in distress
- * Understand how professional reactions can impact a client
- * Learn ways to make an environment safe and utilize a team
- * Gain an understanding of how YOU need care
- * Have fun

*** By the end of this session you will:**

* General crisis often can relate to one or more of the 6 basic fears:

* Unknown

* Loss of control or power

* Rejection

* Isolation

* Failure

* Death

*** Other reasons for
escalation into crisis**

* Observe

* Orient

* Decide

* Act

* The phrase OODA Loop refers to the decision cycle to observe, orient, decide, and act.

How we respond in return determines whether the situation escalates, de-escalates, or becomes mutually or individually tolerable.

***Our Reactions....**

Nothing gives a person so much advantage
over another as to remain always cool and
unruffled under all circumstances

Thomas Jefferson

*Self Regulation

- * What are the situations with clients that provoke me?
- * What are the feelings that I experience most in these situations?
- * What triggers these emotions?
- * How do I express those feelings?
- * What can I do to manage those situations?

* I am part of the
situation

- * Facial expressions can change, teary eye possible
- * Face can redden, sweat may be visible
- * Tone and volume can change
- * Posture can stiffen
- * You may notice pacing, hand wringing, rubbing hands on legs, shaking, hypervigilance, nail biting, and . . .
- * Rule out cultural or medical factors

Always trust your gut!

*** What does Distress
look like?**

The key is to “respond” - We become programmed to react rather than to stop and

- * Listen to what is being said, and how it is being communicated (the non verbal communication)
- * Not personalize the situation
- * Breathe to stay calm
- * Avoid becoming defensive or blaming
- * Show empathy , acknowledge what is being said
- * Accept responsibility and criticism only when valid

*** How do we respond?**

* Defensiveness

* Blaming

* Cultural Differences

* Language Differences

* Poor Listening Skills

* Reacting with Anger

* Making Assumptions

* It's not 'what' you say,
rather 'how' you say it
(watch your tone)

* Being Preoccupied or in a
hurry

* Others

* Barriers to Good Outcomes

- * DON'T promise what you can't deliver!
- * Be clear about what you **CAN** and **CANNOT** do!
- * Don't tell the person that they are "getting upset"
- * Don't tell the person to "calm down" or that they are "out of control." When you feel overwhelmed or out of control use some exit strategies
- * If the person's behavior is intimidating to you say so: "It It's hard for me to help you, when you yell"

* Communication Strategies

- * Really listen; don't argue and don't give advice
- * Use active listening to clarify: "Reflect"
- * Try to understand how the other person thinks
- * Don't side with or blame anyone
- * Don't lie
- * Be sure you understand and are understood.

* More Communication Strategies

Tone, posture, stance & word choice all matter!

- * Preaching, Excusing, Threatening, Labeling or Lecturing only escalate individuals
- * Tone - soft, slow, void of 'attitude'
- * Posture - open, relaxed, hands empty
- * Stance - open, prepared, proximity to patient
- * Word Choice - non-threatening terms, the use of 'we',

*** It's not 'what' you say,
but 'how' you say it**

- * Self Check, Self Talk, then Breathe!
- * Reduce sensory stimulation
- * Don't engage in power struggles
- * Offer choices, avoid backing into a corner
- * Control the situation and you often times can control the person - Try to control the person and you loose control of the situation

* De-escalation Strategies

- * Goal: to communicate to the person that they are respected and understood.
- * General Principles
- * Let person talk without interruption.
- * Avoid interrupting or explaining away person's experience.
- * Listener does not talk about their own opinions or advise on unrelated experience.
- * Listen without judging.

* Avoid Roadblocks

- * Active listening:
 - * Give undivided attention
 - * Acknowledge their statements
 - * Rephrase what is said (mirroring)
 - * Empathize with what they are saying
 - * Don't try to disconfirm their hardship
 - * Make "I hear you" statements ("I understand" will get you into a trap")

* The key is Listening...
or is it
Listening is key

- * Room set up - bed, window, bathroom, chairs...
- * Living rooms, drawers, kitchens, etc.
- * Individual belongings
- * The simplest things can be used against you
- * Where are you in the room - proximity to the client and proximity to the door
- * Safety Starts with you!

*The Safe Environment

- * Divorce
- * Loss of a job
- * Sickness, injury or death
- * Deterioration of mental health
- * Loss of health
- * Demotion or loss of status
- * Interruption of plan-police intervention

*** Types of unexpected events that influence crisis:**

- * Watch your stance
- * Watch your proximity to the client and the door
- * Keep hands free
- * Isolate the agitated person from others
- * If behavior gets violent, draw attention to the area

*** Protect yourself and
other clients**

How are they talking?	What is their voice tone?	What is their behavior like?
<ul style="list-style-type: none"> ◆ Respectful ◆ Negative ◆ Abusive ◆ Derogatory ◆ Threatening 	<ul style="list-style-type: none"> ◆ Normal ◆ Loud ◆ Angry ◆ Rageful ◆ Mimicking 	<ul style="list-style-type: none"> ◆ Compliant ◆ Passive Resistant ◆ Active Resistant ◆ Assaultive ◆ Deadly Assaultive

* Identifying Threats

- * Everyone has a role - what's yours?
- * Be aware of situations around you so that you can offer assistance - just mere presence helps
- * Get help and accept help
- * When 'jumping in' WATCH then ask "what do you need?"
- * If a person in the conflict poses a threat to himself/herself or others, alert security
- * If a person is a known threat, have a plan from the start
- * Always debrief

* You are part
of a team

- * Know your triggers
- * Be self-aware of changes in reactions
- * Get feedback on incidents
- * Take time off (not just to work another job)
- * What happens at work, stays at work
- * Talk to someone and invoke help to lessen your stress and burden

*** Self Care is crucial**

- * The science of communication is difficult and much more complex than most people realize.
- * Effective communication takes rehearsal and practice just as any other skill does.
- * Communications involves sending and receiving. Many people learn to be effective senders, and give no effort to becoming active listeners.
- * Unless a person is able to do both s/he will not be an effective communicator.

* Conclusion