

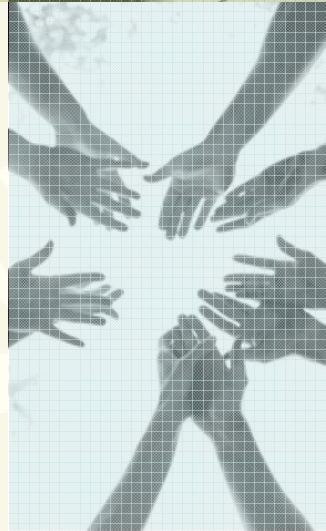


De-Escalating Emotionally-Charged People and Situations

“A Practical Approach for Managing Disruptive, Acting Out or Violent Behavior”

Objectives

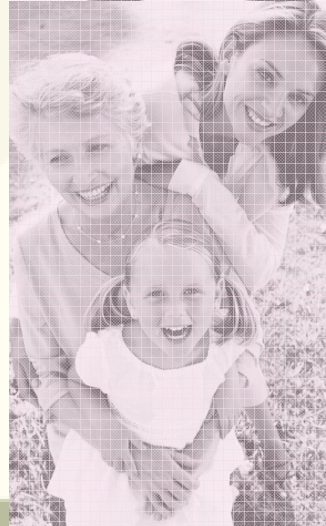
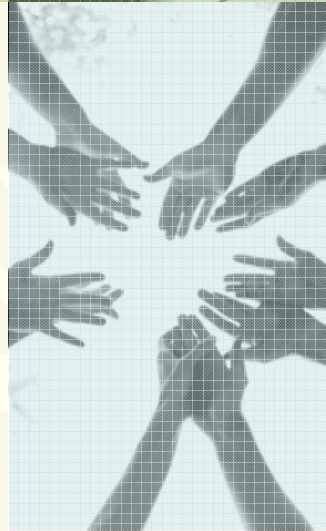
- List techniques for effectively reducing the tension in agitated people.
- List techniques to control your own anxiety during tense situations.
- Demonstrate non-verbal and verbal communication techniques to prevent or de-escalate emotionally charged people and situations.
- Identify stages of verbal acting out.



Risk of Violence by Occupation

- 3/10,000 in private industry
- 38/10,000 in nursing and personal care facilities
- 27/10,000 in residential care

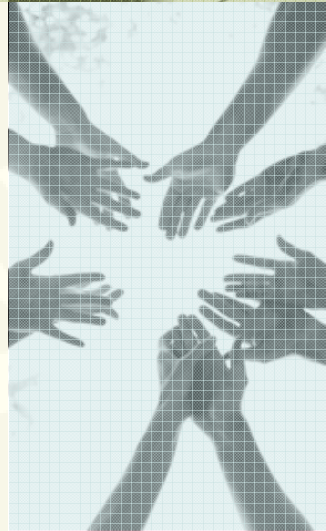
(Department of Labor, March 1996)



Greatest Risk: non-fatal assaults

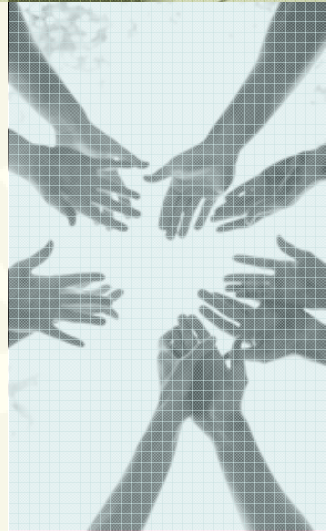
- Have much face-to-face contact with many people
- Deliver passengers or goods
- Work in multiple sites or travel routinely
- Work alone

(Rosenstock, 1994)



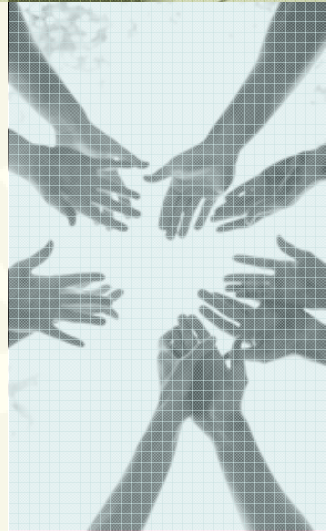
What is Workplace Violence?

Workplace violence can be defined as any action that may threaten the safety of an employee, impact the employee's physical and/or psychological well-being or cause damage to company property.



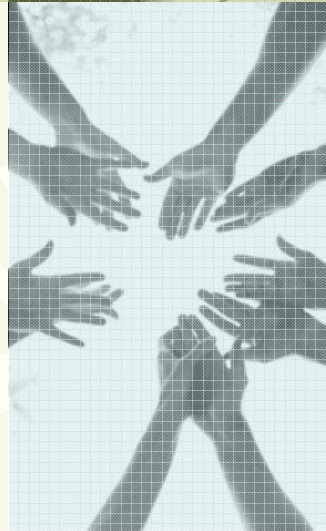
Workplace Violence Facts

- Homicide is the second leading cause of deaths in the workplace.
- About one million acts of workplace violence occur every year.
- Almost 1,100 workplace homicides occurs every year – equal 21.5 homicides every week.
- Approximately 10% of homicides are committed by the victims co-worker.



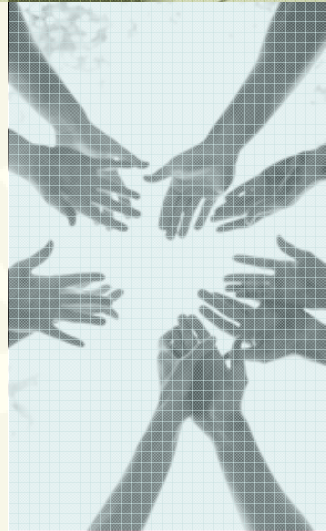
Workplace Violence Facts cont.

- Estimated that 1/3 of workplace violence occurrences are not reported.
- 1 in 20 people feel they can deal with angry people, whereas 9 in 20 would rather run/hide.
- As violence in the community increases, it spills over to the workplace.
- Alcohol or drugs are a factor in 75% of violent incidents in the workplace.
- The greatest numbers of workplace homicides tend to occur in southern and western states.



Precipitating Factors

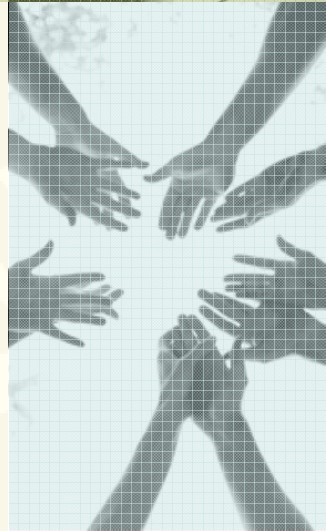
1. Loss of Personal Power
2. Maintain Self-esteem
3. Fear
4. Failure
5. Attention Seeking
6. Displaced Anger
7. Psychological/Physiological Causes



Integrated Experience

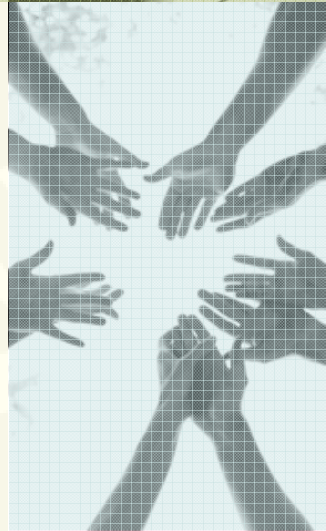
Clients do not act out in a vacuum. Their behavior affects staff reactions and vice-versa. When encountering a disruptive client and staying in control, we can have a positive reaction which will not escalate the clients behavior.

Rational Detachment. Professional Attitude



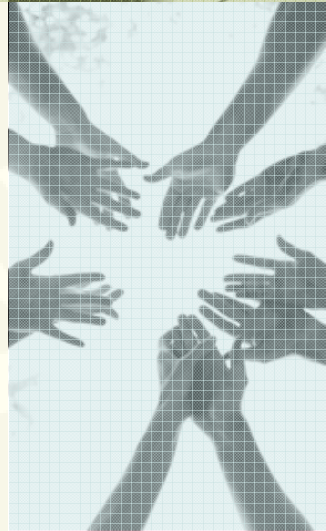
Non-Verbal

- Personal Space
- Body Language



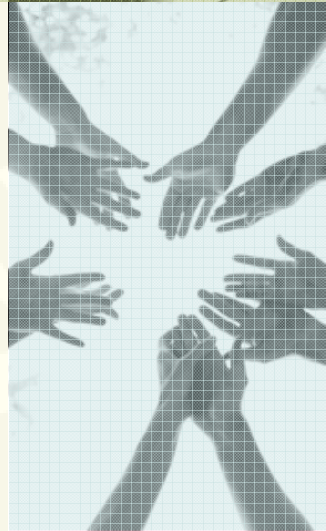
Supportive Stance

- Reasons for using stances:
 - Less Challenging
 - Safety
 - Saves Face
- Para verbal Communication
 - Tone
 - Voice
 - Cadence



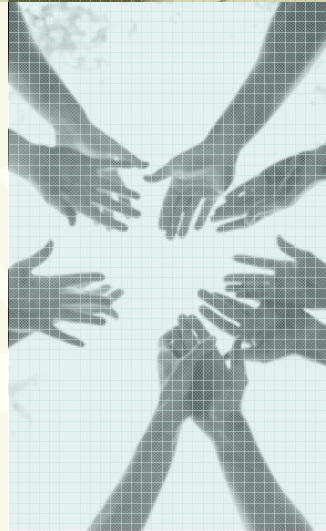
Stage – Appears Anxious

- Pacing
- Talking quickly
- Finger drumming, hand shaking



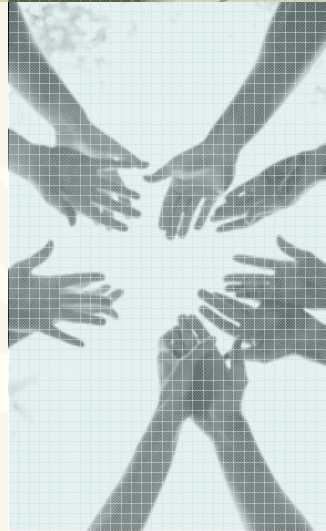
Intervention – Support

- Assess situation
- Be calm and non-threatening
- Non-judgmental stance
- Listen
- Use their name
- Clarify messages



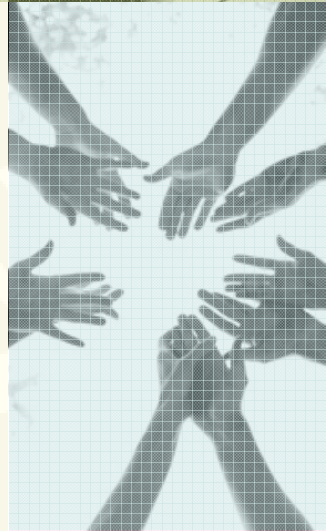
Stage – Defensive Posture

- Verbally acting out
- Becoming irrational



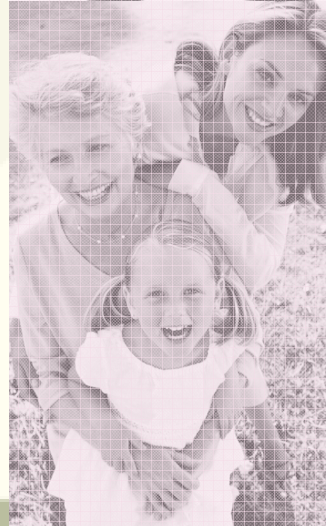
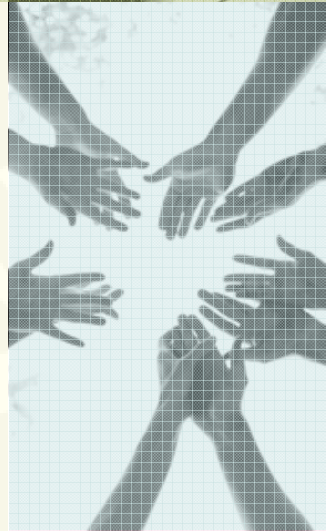
Intervention – Be Direct

- Permit verbal venting
- Establish limits
- Remind of consequences
- Remind individual of advantages of maintaining control
- Respect personal space
- Take them seriously
- Avoid overreacting
- Keep your nonverbal cues non-threatening



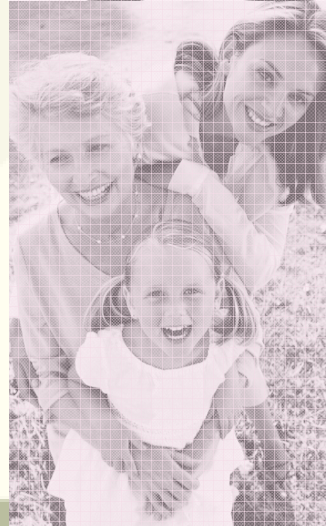
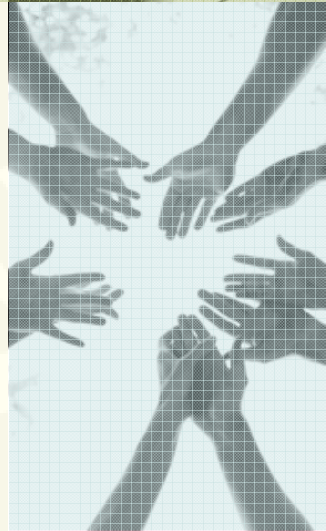
Stage – Acting Out Physically

- Out of control
- Totally irrational



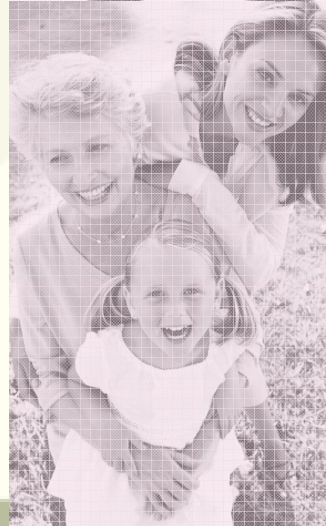
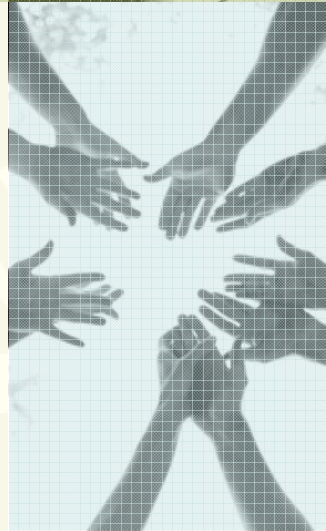
Intervention – Rebuild Rapport

- Establish communication
- Be supportive/non-judgmental
- Downplay what person has done
- Respect/Dignity



Stage - Tension Reduction

- Intervention: Therapeutic Rapport

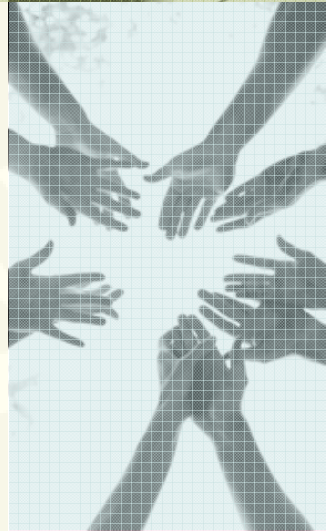


Tips for Self Care

Remain Calm – Autogenic Breathing

- **THREE** Times:
 - In through the nose for 4-count
 - Hold for 4-count
 - Out through the lips for 4-count
 - Hold for 4-count

(Based on techniques developed by Calibre Press & Gary Klugiewicz)

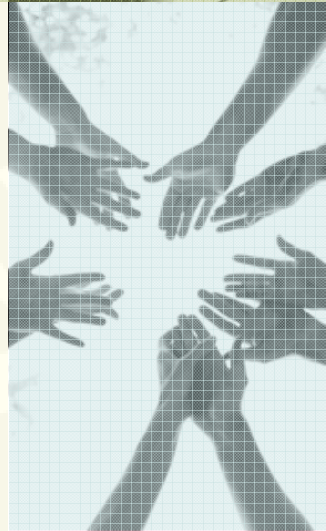


Tips for Self-Care cont.

Autogenic Breathing

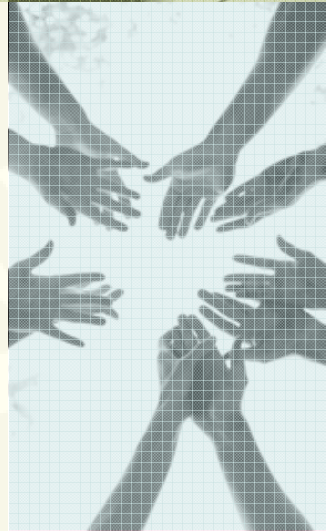
- Attitude is Contagious
 - Panic is Contagious
 - CALM is Contagious
- Can “Inflict” Breathing on Others

(Based on techniques developed by Calibre Press & Gary Klugiewicz)



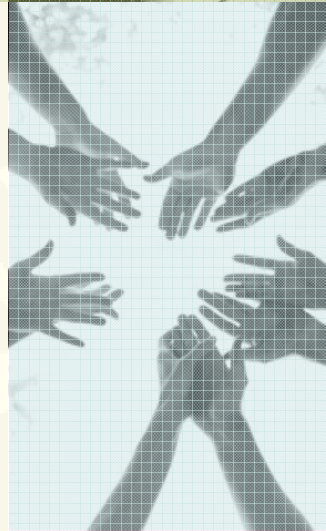
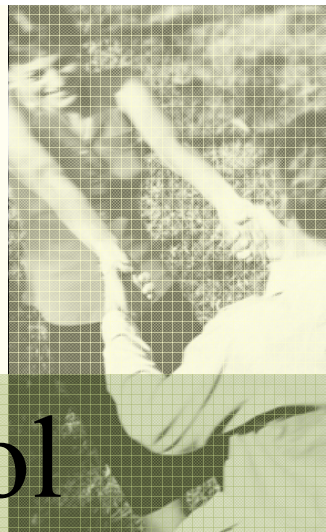
Words/Phrases to Keep Clients Cool

- Hello
- Good morning
- Please
- Thank you
- I'm very sorry
- Excuse me
- You're welcome
- I'd be happy to help you with that



Words/Phrases to Keep Clients Cool

- We appreciate your business
- May I help you?
- I'm sorry to keep you waiting
- Thank you for waiting
- It was nice talking with you
- Is there anything else I can do for you?
- Thank you for coming in (or calling)
- It's been a pleasure to serve you



10 ways to Make Unhappy Customers Happy

1. Hear the customer out
2. Don't argue
3. Show you are sorry
4. Win them over with empathy
5. Start your investigation
6. Find out what the customer wants
7. Explain what you can and cannot do
8. Set up a plan
9. Take action
10. Check back with the customer

