

De-escalate Anyone, Anywhere, Anytime:



*Unplug the Power Struggle with
Principle-Based De-escalation*

Poll:

Is it **possible** to de-escalate anyone, anywhere, anytime?

- Yes?
- No?

Goals

1. Remain in control at all times.
2. Support anyone, anywhere, with any issue.
3. Avoid the wrong response which can make the situation worse.

Based on:

Current research, evidence-based practices

Professional experience

Demonstrated success (stats)

Universal Principles

Apply to any age, setting, issue

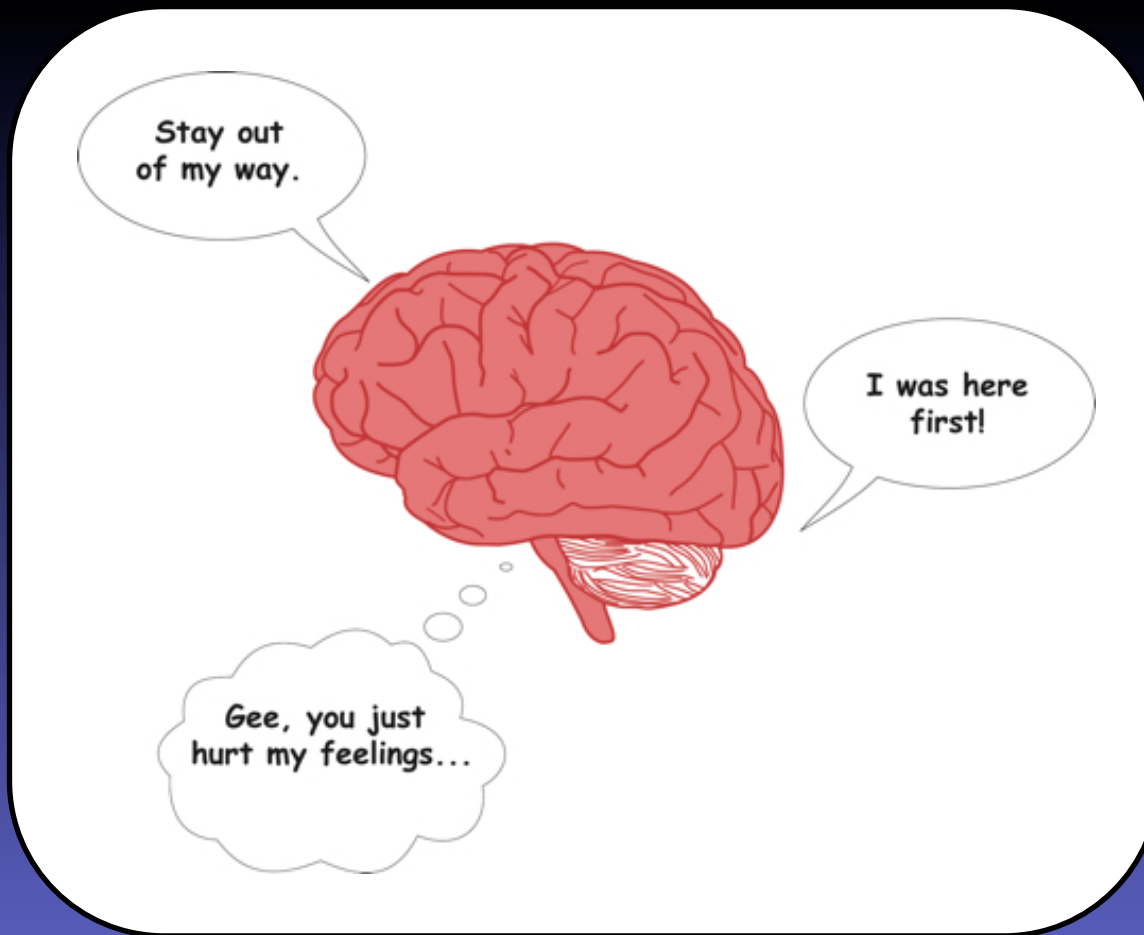
Poll:

What is your **experience** with de-escalation?

- **Beginner:** I have *little* experience
- **Moderate:** I have *some* experience
- **Experienced:** I have a *lot* of experience

Imagine

**The last event: argument, fight, temper
tantrum, assault...**



(says one brain to the other.)

“DON’T BE YOUR BIGGEST BARRIER”

Physical Barriers

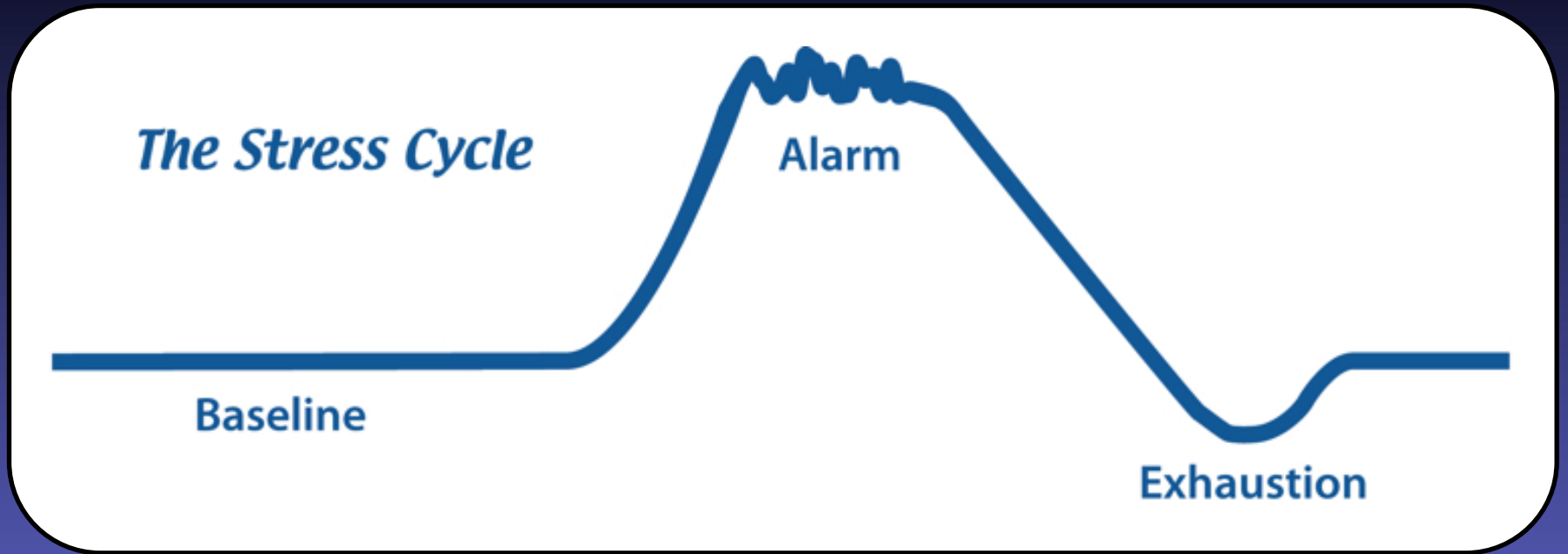
1400 chemical reactions instantly at your service!

Alarm Reaction

1. Freeze
2. Flight
3. Fight
4. Fear

Stress Response

Dr. Lazarus: Stress is your *perception* of your ability to cope



Can Stress Be Productive?

Thinking Barriers

“I don’t know if I can deal with this!”

“I just don’t know what to do with you anymore.”

Thinking Barriers

Would you feel safe if firefighters showed up at your house saying,

“Oh my, I don’t know if I can deal with this!”

Cognitive Distortions

How does stress change your perceptions?

Dysfunctional

Can I keep from getting alarmed to point of dysfunction?

Surprise #1:

**Manage yourself first
before managing others**

Relationships Rule

How does your relationship impact your ability to support the other person?

Relationships Rule

**So, what if you don't know the person?
Just met? Have no relationship?**

– Or do you?

Your actions will be guided by your role and responsibilities

- civil rights
- professional etiquette
- code of conduct
- company values
- personal beliefs
- religious views

Destination: De-escalation



Surprise #2:

**One response
does not fit all**

One response does not fit all

“I usually do _____, but this one time it didn't work.”

One response does not fit all

Individual needs require individual supports

The only response that fits all is the right response.



Unplug the Power Struggle

Escalation time is not time for

Not teaching time

Not problem solving time

Not debriefing time

De-escalation Toolbox

No shortcuts for training and experience

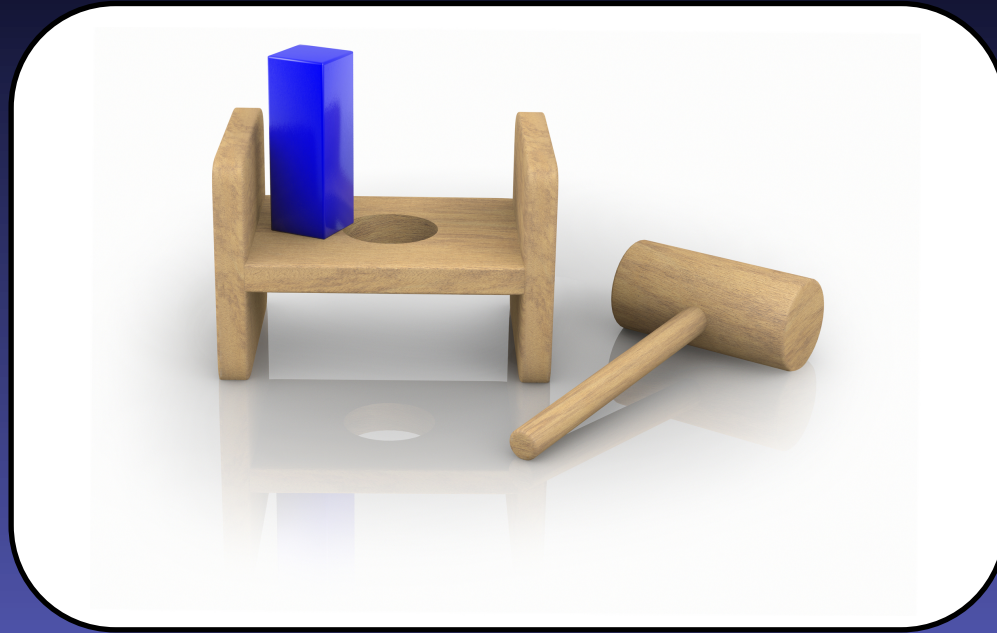
- Get training somewhere**

Assessment

Constantly **assess** what is happening.

When you **assume**, you stop assessing.

When you stop assessing, you are less likely to have the **right response**.



Might is Not Right

Surprise #3:

**Making it stop
does not make it Stop**

“The Case of the Misplaced Slap”

Behavior is communication

Communication is understood with assessment

Assessment leads to better understanding and support

Increases **relationship**; long-term success

Does not address the **underlying problem**

The Offense of Self-Defense

A physical intervention actually increases the risk that someone will get hurt.

A physical response to physical aggression actually increases the likelihood that physical aggression will occur again.

Paradox of restraint: Increases risk of

Injury

Abuse

Reinforcement of violence

Incidental learning

Damaged/impeded relationship

Not for:

Behavior management

Compliance

Punishment

Revenge

**Don't do it except when it will
actually make the situation safer**

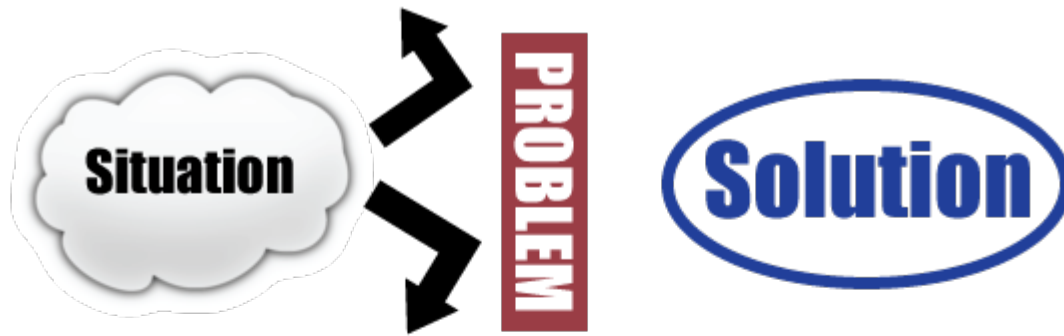
Increase safety, not decrease it

Intervene without hurting the person

Weigh the risk

Get training!

Maintain regulatory compliance



Don't work harder,

Work Smarter



Now and Then?

Short-term focus

Intervention

Reaction

Seek shifting relationship

**Safety resolution (not
problem resolution)**

Long-term focus

Prevention

Know now what to prevent

Build lasting relationship

Problem resolution

Surprise #4:

Postvention

Prevents Problems

Postvention Prevents Problems

Now know what to prevent

Hindsight improves foresight

Deepen relationships

Learn from ourselves and others

**The Best Problems are the Ones
You Don't Have Anymore**

Prevention

Bullying

Cancer

Crime

Disease

Fire

Risk Management

Suicide

Theft

Prevention Manual for Behavior Problems

- 1. Proactive Environments**
- 2. Positive Behavior Support**

Proactive Environments

An environment tailored to meet the needs of the individual, designed for safety, and created to encourage effective learning opportunity.

Use strategies that effectively maintain appropriate social behavior and forge positive relationships and interactions.



A

B

C

POSITIVE BEHAVIOR SUPPORT

Also Environment Behavior Support

In schools, School-wide Behavior Support

Same concept everywhere:

- House rules**
- Store rules**
- Hospital rules...**

Transform problems into success

Effective de-escalators demonstrate **confidence, empowerment, leadership** and a desire to shift toward **long-term relationships**.

Surprise #: 5

Inside-Out Change

Inside-Out Change

“Changing your way of thinking and responding in order to make a difference in the situation at hand.”

Inside-Out Change

Confidence

Empowerment

Relationships

Leadership (personal, professional)

3 Guiding Principles for Every Situation

- Will my response meet the person's **needs**?
- Is my response **respectful** and dignified?
- Will my response maintain **safety**?

5 Surprises in Review

1. Manage yourself first before managing others
2. One response does not fit all
3. Making it stop does not make it stop
4. Postvention Prevents Problems
5. Inside-Out Change

3 Guiding Principles for Every Situation

- Will my response meet the person's **needs**?
- Is my response **respectful** and dignified?
- Will my response maintain **safety**?

Goals in Review

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Destination: De-escalation

How will I use today's information?

What do I need to learn about myself and role?

What do I need to learn about those I am supporting?

Which skills do I need to learn?



Free Resources

my.RightResponse.org

Get the eBook
Learning Resources
Discussion groups
Find a support group
List your support group
Become a Presenter

