DE-ESCALATION TECHNIQUES

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NACHO'S RECIPE------>NACHOS
OBJECTIVES

- Identify typical signs of anger
- Apply active listening skills
- Identify and apply appropriate de-escalation techniques
“If you know the enemy and know yourself, you need not fear the result of a hundred battles. If you know yourself but not the enemy, for every victory gained you will also suffer a defeat. If you know neither the enemy nor yourself, you will succumb in every battle.”

-Sun Tzu
Anger is...
FIGHT
FLEE
Why are you so...
Feeling powerless
Unfairness
Wrong doing
Learned behavior
Substance use
Mental Illness or TBI
Some of the most common LIFE STRESSORS are...

(www.webmd.com)
TRAUMATIC EVENT SUCH AS: NATURAL DISASTER, THEFT, RAPE, OR VIOLENCE AGAINST YOU OR A LOVED ONE
DIVORCE
INCREASE OF FINANCIAL OBLIGATIONS
THE DEATH OF A LOVED ONE
GETTING MARRIED
So what’s below?
FEAR
JEALOUSY
BEHAVIOR
AND
PHYSICAL
INDICATORS
FINGER POINTING
PROFANITY
KICKING - PUNCHING
WALKING AWAY
De-escalation Techniques
BRENÉ BROWN ON EMPATHY
De-escalation comes in waves
BREATHE
SLOW IT DOWN
Anger is…

“I” STATEMENTS
MINIMAL ENCOURAGERS
OPEN-ENDED QUESTIONS
SILENCE
EMOTION LABELING
LOW PATIENCE
“POKING THE BEAR”
EXERCISE UNO
THE ALLIGATOR RIVER

LOVEY is in a committed relationship with FINE who lives on the other side of the Alligator River. LOVEY wants to see FINE, but the bridge is out due to a recent flood. LOVEY would swim across the river, but would get eaten by the alligators. Therefore, LOVEY goes to POPEYE, who is the only person with a boat on the river, and asks POPEYE for a ride to the other side of the river.

POPEYE has always been infatuated with LOVEY from a distance. POPEYE has a severe speech impediment, low self-esteem, and has rarely dated. POPEYE earns a meager living taking people across the river. When LOVEY asks POPEYE for a ride across the river POPEYE states, “LOVEY, I’ve always been infatuated with you, and I’ll take you across the river if you’ll make love with me.” LOVEY is initially disgusted and goes to a close confidant named FRIEND for advice. FRIEND states, “This is your problem, and you’re going to need to work it out on your own.” LOVEY ponders the situation and thinks, “What the hell, I’ve slept with lots of people, one more won’t make a difference.” After they have sex, POPEYE, as promised, takes LOVEY across the river.

When LOVEY gets to the other side of the river, out of a sense of honesty, LOVEY tells FINE the whole story. Becoming enraged, FINE states, “Get out of my life, I never want to see you again.” LOVEY becomes distraught and seeks advice from a friend named SLUG. SLUG becomes infuriated and punches out FINE.
PRE
ARGUING
MANY TOO INVOLVED
WHEN WORDS FAIL
THREAT OF WEAPONS

AGGRESSION or

ESCALATION

FAIL to follow
DIRECTIONS OR
REMAIN WHERE
INSTRUCTED

REFUSE to leave
IT’S NOT ABOUT THE NAIL
THANK YOU

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