

Northwest Connections Assessor De-escalation Techniques

Physical communication	
<ul style="list-style-type: none"> • Never turn your back on an angry client • Keep your hands out of your pockets • Allow adequate physical space between you and the client 	<ul style="list-style-type: none"> • Don't remain in a sitting position if the client is standing • Appear calm, centered, and self-assured even if you do not feel this way • Match the client's stance, when appropriate
Verbal Communication: What you say and how you say it.	
<ul style="list-style-type: none"> • If they are name calling or cursing be professional and respectful • Even if the comments or insults are directed at you, they are not about you- refocus on the client and their needs. • Remember that the definition is what you create... • Try not be defensive • Give choices and set limits • There are times when it is ok to disengage. Remember to communicate with the client related and go back later to process 	<ul style="list-style-type: none"> • Client will typically match your tone and cadence: • Do not change the tone of your voice as the client escalates • Don't argue or threaten, rather provide validation and direction • If they are talking louder/ yelling: talk softer • If they are talking faster: talk slower • Validate, clarify and summarize what they say or what you need • Be aware of pauses- especially on the telephone • Allow/ Embrace silence
Techniques:	
<ul style="list-style-type: none"> • Planned non-response • Be assertive with clients and colleagues • Focus on who is doing what you want, rather than who isn't • Refocus the conversation, topic etc • Be aware of boundary needs ie: do not touch, benefits from physical touch, give space • Positive reinforcement of behaviors can have the greatest value • Don't be afraid to include behaviors that you want to reinforce and incentives to give 	<ul style="list-style-type: none"> • Validation • Offer to do an activity with them • Put in leadership role, empower the client • Rewards • Help identify the trigger • Reduce stimulation • Take away the audience • Create a safe place • Humor • Role Modeling
Offering Alternatives	
<ul style="list-style-type: none"> • Is right now the time to address the situation • Why is this a battle..for who • What can be done now..what can wait 	<ul style="list-style-type: none"> • Is there a way to complete the task outside of the usual way • Provide 2 choices, only. The more choices provided creates a tendency for manipulation
Verbal processing de-escalation ideas	
<ul style="list-style-type: none"> ● When I feel like this I will try this....then this...then this... ● I have felt this way before and the best way I dealt with that was... ● This is what works for me... ● What I need when I feel like this is.... ● I don't want anyone to.... 	<ul style="list-style-type: none"> ● Call someone ● Screaming, verbal release ● Talk to a good friend ● Call a family member ● Talk to someone you trust
Grounding	
<p>Grounding is a set of simple strategies to help detach from and manage emotional pain. Distraction works by focusing outward on the external world, rather than inward toward the self. You can also think of grounding as distraction, centering, a safe place, healthy detachment, or getting to your personal baseline. Mental, Physical, Soothing signify categories of techniques related.</p>	
Personal processing	
<ul style="list-style-type: none"> • Breathe • Calm yourself and if needed, take a break to regroup 	<ul style="list-style-type: none"> • Take care of yourself • Process through the situation and learn from it • Talk to a supervisor