

De-escalation Training

Management of Aggressive Behavior

This will be:

An in-depth training program that teaches individuals how to recognize, reduce and manage violent and aggressive behavior.

How many of you have had to confront an upset person:

This month

This week

Today

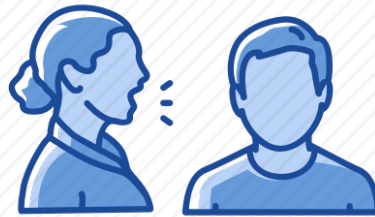
Five Methods of Communication



Non-verbal



Listening



Verbal



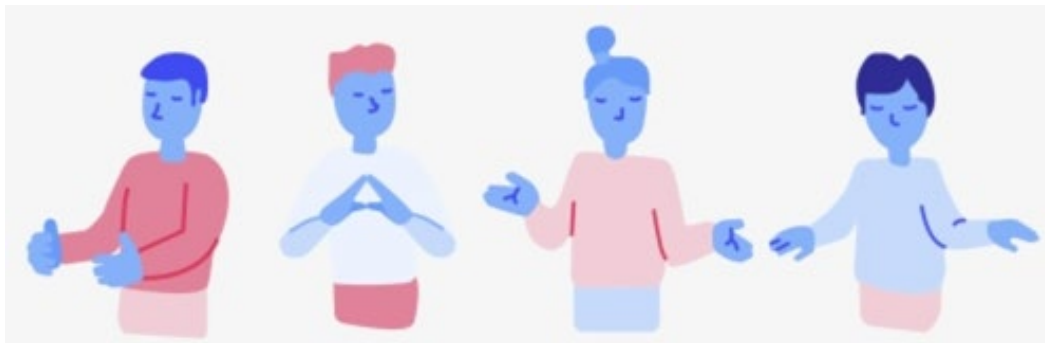
Reading



Writing


Non-Verbal Communications

Communication without the use of spoken language. Nonverbal communication includes gestures, facial expressions, and body position.



Non-Verbal Communications

Rarely are we aware that personal space, eye communications, posture, gestures, and facial expressions can tell one story while we verbalize another.



Non-Verbal Communications

- If we use or interpret body language improperly, unexpected and disastrous consequences may result.
- When verbal and non-verbal communications conflict, rely on the non-verbal signals.



Non-Verbal Communications

Three Categories:

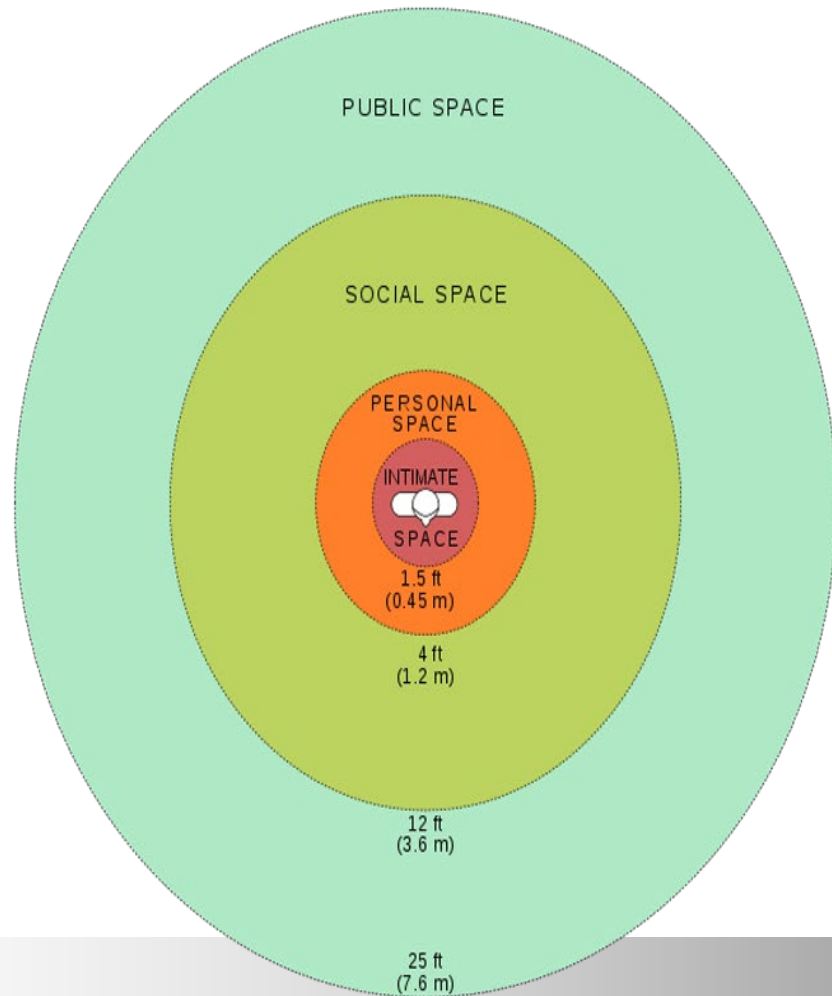
- Personal Space and Reactionary Distance
- Eye Communications
- Gestures, Postures, Facial Expressions

Personal Space

The area around a person that others are not expected to intrude.



Personal Space Chart

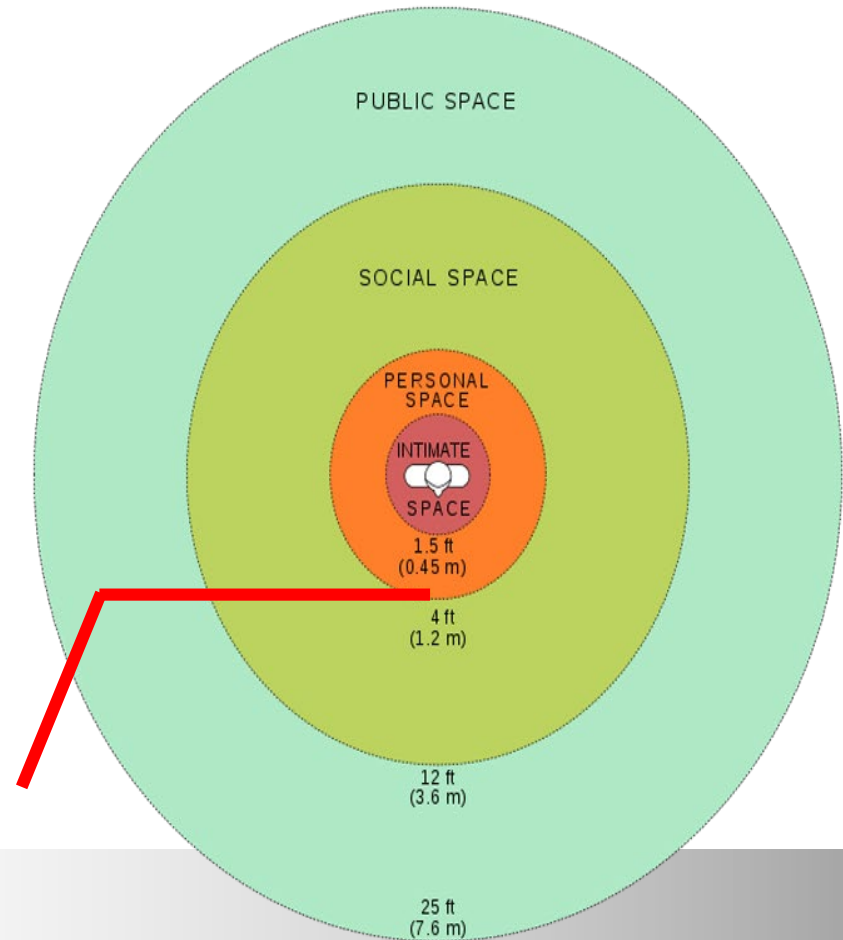


Personal Space



Reactionary Distance

The distance between ourselves and an individual within which our ability to react is reduced.



**Minimum
4'**

Eye Communications

Eye movements and signals that reflect our thoughts, feelings or state of mind.



Proper Eye Communications

- Maintain eye contact 60 -70% of the time when you speak.
- Maintain eye contact 90% of the time when the individual speaks.

Wearing Mirrored or Dark Glasses Acts as a Constant, Intense Stare



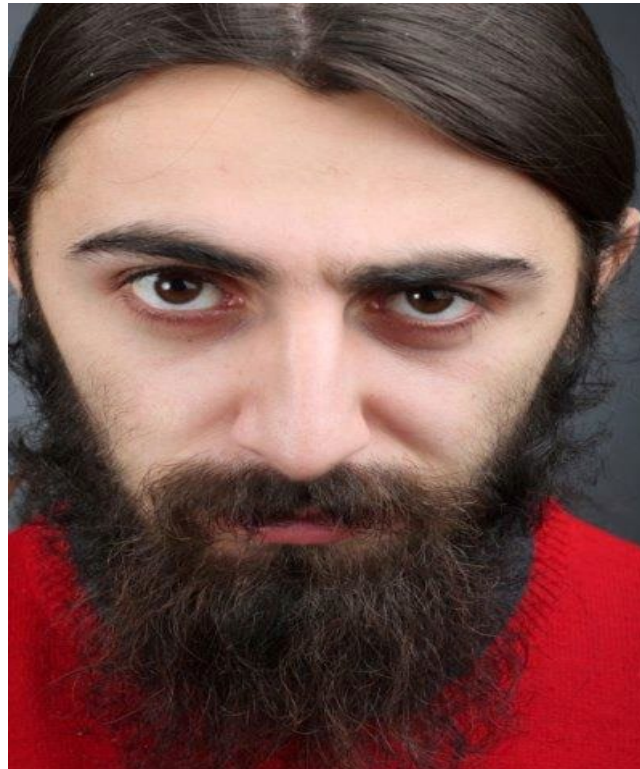
Interpreting Eye Communications

Glistening



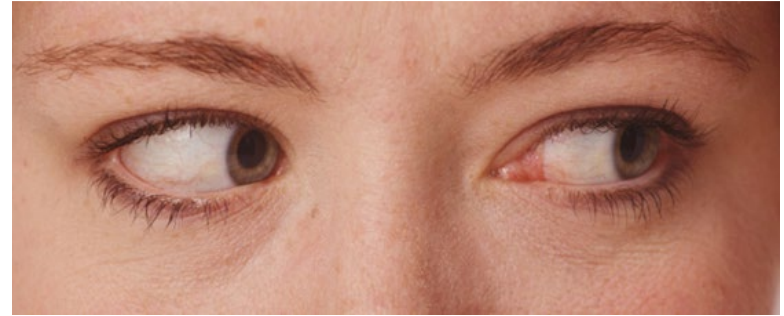
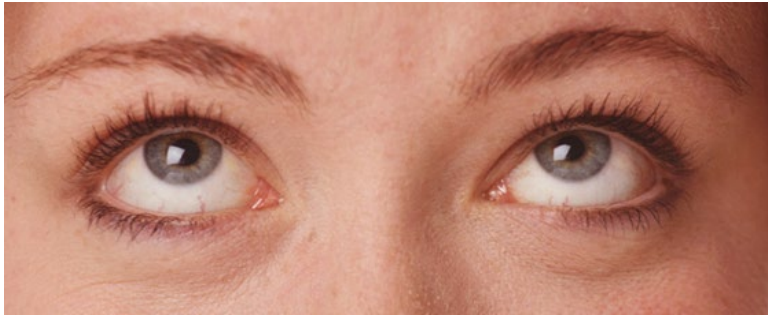
Interpreting Eye Communications

Direct Uninterrupted Stare



Interpreting Eye Communications

Darting, Looking Around



Interpreting Eye Communications

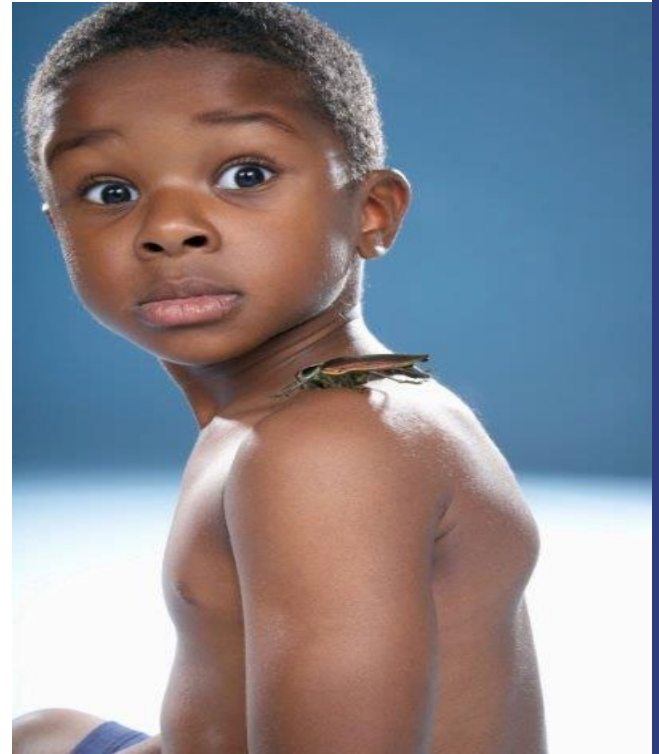
Glazed, Empty

Looking Through You



Interpreting Eye Communications

Widening



Interpreting Eye Communications

Target Glance



Gestures, Postures & Facial Expressions

Signals coming from different parts of the body that reflect thoughts and feelings.



Signals To Watch For And Understand



✓ Head

✓ Shoulders

✓ Breathing

Signals To Watch For And Understand

- ✓ Facial color
- ✓ Expression
 - Eyebrows



Signals To Watch For And Understand

✓ Arms

✓ Palms/Hands

✓ Index finger



Signals To Watch For And Understand

✓Legs

✓Stance

✓Leaning the
body



Listening

Most people listen with intent to reply and do not listen with the intent to understand.



Five Levels of Listening

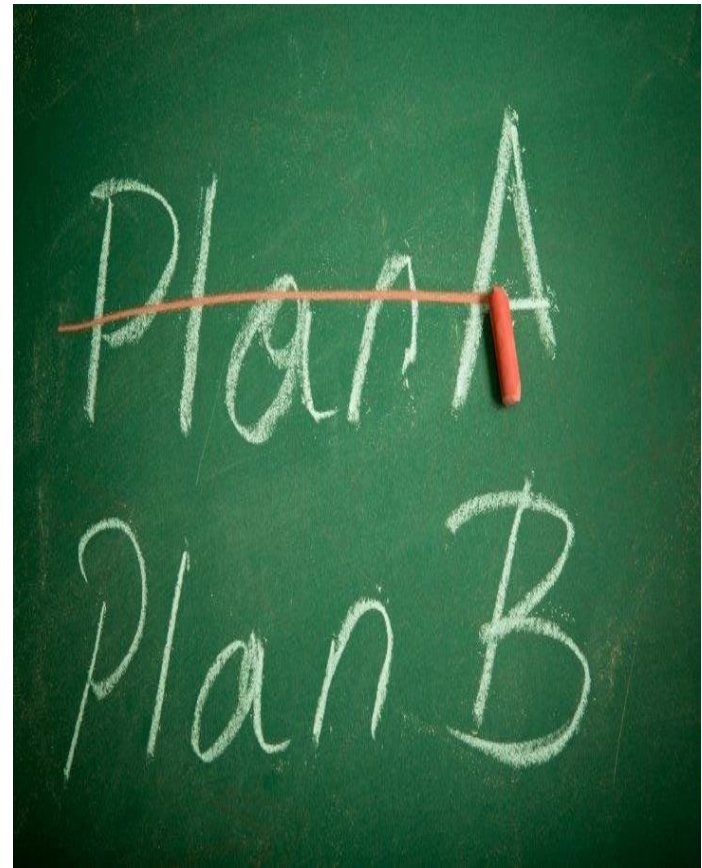
- Ignoring another person
- Pretending to listen
- Selective listening
- Attentive listening
- Empathic listening



Empathic Listening

Listening with your ears, but more importantly, also listening with your eyes and heart. Listening for feelings and meaning.

PLAN
+
IDENTIFY
+
ACT



Mental Conditioning

Mental conditioning is a process of training your mind to be ready to take action, and execute your plan automatically.



Mental Conditioning - Purpose

- Improve decision making
- Improve performance in difficult situations
- Improve confidence

Mental Conditioning - Purpose

- Reduce stress
- Better the ability to learn and remember new skills
- Eliminate unsafe habits

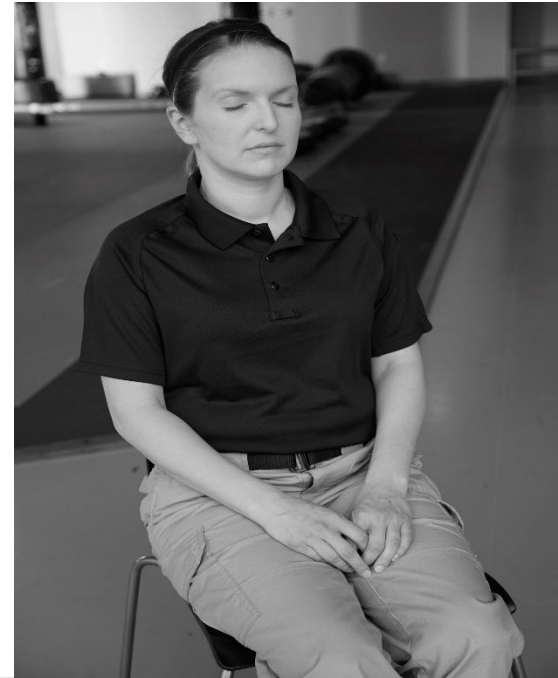
Mental Conditioning - Exercises

Step 1 – Relax

Step 2 – Mental Exercise

Step 3 – Recover

Step 4 – Practice with Variables



Mental Conditioning

Improves and Increases:

- ✓ Decisiveness
- ✓ Assertiveness
- ✓ Speed

Stage One - Anxiety

A noticeable change in behavior. An involuntary reaction or response to something that happens.



Recognizing Anxiety 1

✓ What are traits you recognize in someone having anxiety?

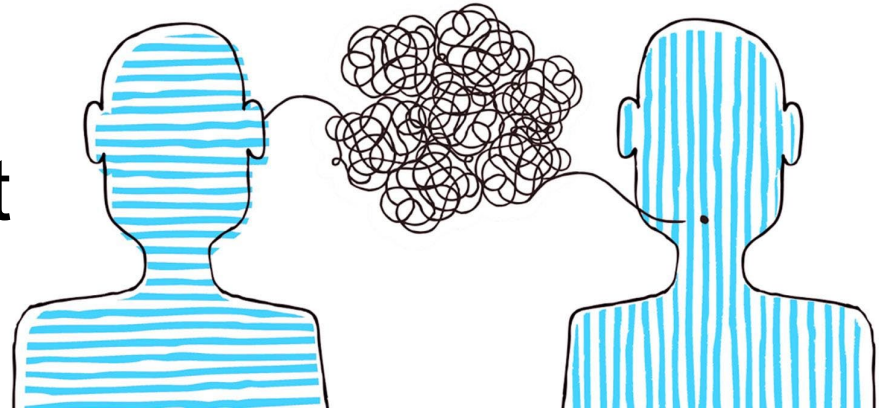
Type your response in the chat box now.

Anxiety Triggers

- Frustration/Anger
- Fear
- Hate
- Disappointment
- Sorrow

Supportive Verbal Communications Skills Used in the Anxiety Stage

- Maintain a calm, reassuring voice
- Communicate at their level
- Speak with respect
- Be in control



Supportive Verbal Communications Skills

- Focus on:
 - Volume of speech
 - Tone of voice
 - Rate of speech
- Introduce yourself
- Use “We” instead of “You”

Supportive Verbal Communications Skills

- Avoid bias or stereotypes
- Use substitution technique



Stage 2: Emotional Confrontation

Testing Stage



Emotional Confrontation Triggers

- Being endangered
- Physical threat
- Threat to self -esteem or dignity

Recognizing Emotional Confrontation 1

- Face red
- Lips pushed forward
- Direct prolonged eye contact

Managing Emotional Confrontation: Initial Phase

- The individual is testing
- Allow individual to vent

Managing Emotional Confrontation: Secondary Phase

- Maintain a calm voice
- Set reasonable and enforceable limits or consequences
- Enforce limits or consequences

Stage 3 : Physical Aggression

Physical violence, or
losing control
physically, occurs
when words and other
strategies have failed.



Recognizing Physical Aggression

- Face becomes lighter
- Eyebrows drop, covering eyes
- Lips tighten over teeth

Managing Physical Aggression

Use defensive body language:

- ✓ Defensive stance
- ✓ Direct eye contact
- ✓ Head and shoulders straight



Managing Physical Aggression

Use defensive verbal commands:

- ✓ Loud brief commands:

 - ✓ “Stop!” “No!”

- ✓ Extending commands:

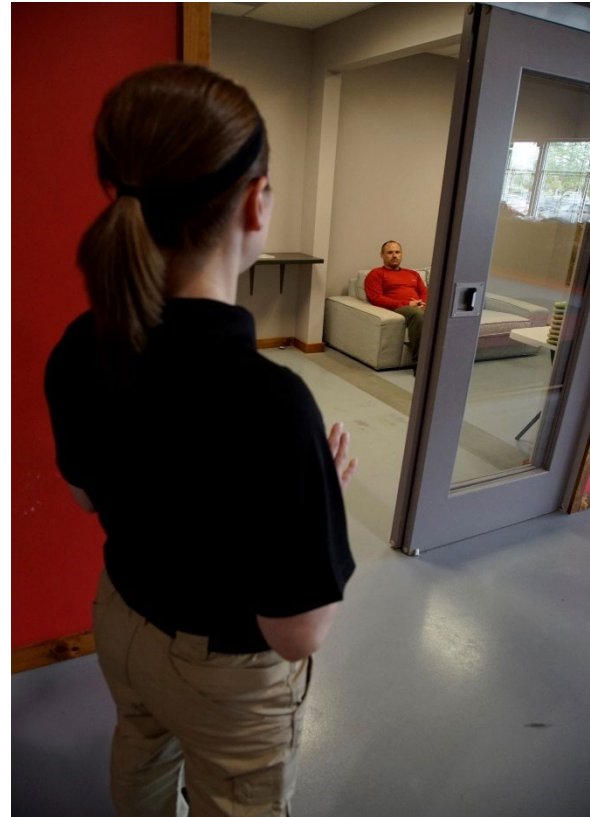
 - ✓ “Drop the chair!”

Cornering

When cornering potentially aggressive individuals, they have three options:

1. Resist
2. Submit
3. Flee

Angular Cornering



Surround Cornering



Psychological Cornering



Multiple People Positioning

- Keep all persons in view
- Access to an escape route

Review

- Different Communications
- Personal Space
- Stage 1 – Anxiety
- Stage 2 – Emotional Confrontation
- Stage 3 – Physical Aggression

Questions

If you have any questions or would like to reach us our emails are:

- Samd@downtownseattle.org

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Management of Aggressive
Behavior