

De-Escalation Skills

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Training Objectives:

- Identify common symptoms of severe and persistent mental illnesses and developmental disabilities
- Discuss the stigma related to those with mental illnesses and/or developmental disabilities
- Learn effective communication when in distress
- Learn what to avoid in moments of conflict



{ Serious Mental Illness

- ⌘ A syndrome characterized by clinically significant disturbance in an individual's cognition, emotional regulation, or behavior that reflects a dysfunction in the psychological, biological, or developmental processes underlying mental functioning (DSM-5)
 - ⌘ Major Depressive Disorder
 - ⌘ Bipolar Disorder
 - ⌘ Anxiety Disorders
 - ⌘ Personality Disorders
 - ⌘ Thought Disorders
- ⌘ Must cause significant disruptions in a person's life areas such as: work, school, family, community, and personal routines.

{ Intellectual and/or Developmental Disability

- ⌘ A disorder with onset during the developmental period that includes both intellectual and adaptive functioning deficits in conceptual, social, and practical domains. (DSM-5)
 - ⌘ Cognitive Limitations
 - ⌘ Brain Injuries
 - ⌘ Birth Defects
 - ⌘ Prenatal Exposure to Drugs/Alcohol
- ⌘ Must cause significant interruptions in daily living.

Contributors to Mental Illness:

↳ Trauma

- ↳ Childhood Abuse
- ↳ Domestic Assault
- ↳ Sexual Assault
- ↳ Systemic Abuse
- ↳ Natural Disasters
- ↳ Car Accidents
- ↳ House Fire
- ↳ Witnessing Events
- ↳ Cultural context to Trauma

↳ Co-Occurring Disorders

- ↳ Drugs/Alcohol
- ↳ Mental Illness/Intellectual Disability
- ↳ Behavioral Addictions
 - ↳ Gambling, Sex, Eating, etc.



Not all angry people have a mental illness, or a disability...

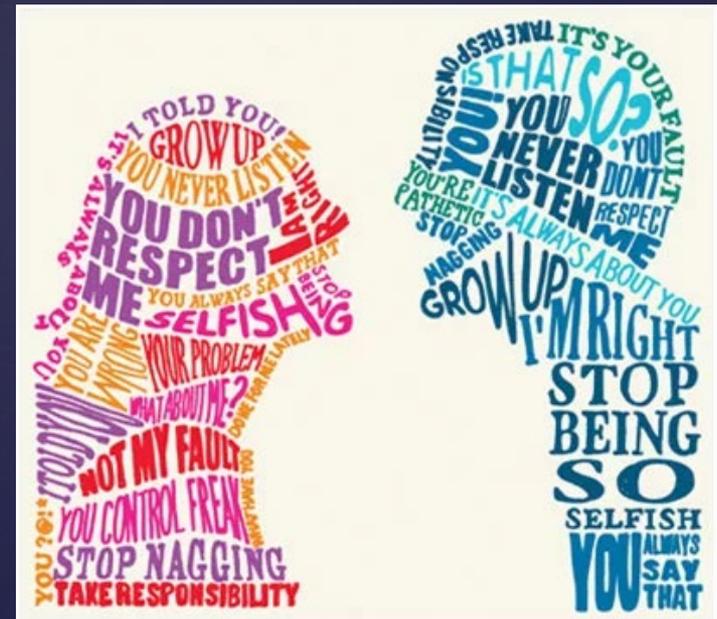
Do's:

- ⌘ Keep your own emotions regulated.
- ⌘ Maintain eye contact
- ⌘ Listen (Reflective Listening)
- ⌘ Offer alternatives
- ⌘ Remain resolution focused
- ⌘ Be aware of your body language
- ⌘ Let silence happen
- ⌘ Seek support from someone else



Don'ts

- ⌘ Engage
 - ⌘ Yell
 - ⌘ Blame
 - ⌘ Name call
- ⌘ Give false promises
- ⌘ Apologize
- ⌘ Use “always” or “never”
- ⌘ Use sarcasm
- ⌘ Argue
- ⌘ Take the situation personally
- ⌘ Get a supervisor too soon



Process:

- ↳ Greet Customer
- ↳ Observe Body Language
- ↳ Maintain Eye Contact
- ↳ “How may I help you?”
- ↳ Listen
- ↳ Reflective Listening
- ↳ Remain solution focused
 - ↳ What would you like to see happen?
 - ↳ How can we help you accomplish what you’d like to do?
 - ↳ How can we find a compromise?
- ↳ Ask them to calm down
 - ↳ Can you please lower your voice?
 - ↳ Can you please stop swearing at me?
 - ↳ I am not going to be spoken to like this, are you willing to start over?
- ↳ Set limits
 - ↳ If you continue to yell and curse at me, this interaction will be done.
 - ↳ If you continue to speak to me this way, I am going to end the phone call.
- ↳ Follow Through
 - ↳ Ask the person to leave
 - ↳ Hang up the phone
 - ↳ Call for assistance

PractiCe

Just a quick reminder:
you can't please
everyone.

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Be consistent

{ Rely on your process!
EVERYONE.

Thank you!
Questions & Answers