

# Introductions

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# Relational De-Escalation

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## Conflict- More Than Just a Disagreement

- Often perceived as a threat
- Based on perceptions influenced by life experience, culture, values, and beliefs
- Triggers strong emotions
- Creates opportunities to learn about our self



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## Crisis Prevention

### Know

- Know company conduct policies

### Practice

- Practice what you will say & have a response ready for behavior problems

### Set

- Set boundaries to clearly and firmly communicate expected behavior

Anxiety: "What if this happens?"

Me: "But it won't."

Anxiety: "But what if it does?"

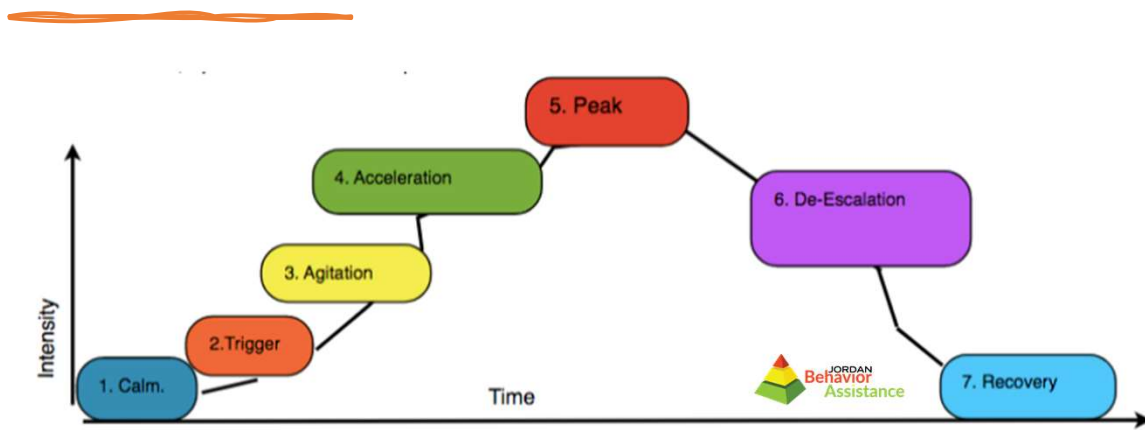
Me:



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# The Crisis Cycle

- The Stages of the Crisis cycle.
- Which of these stages are most likely to show up at your workplace?
- What types of conflict are you dealing with most frequently?



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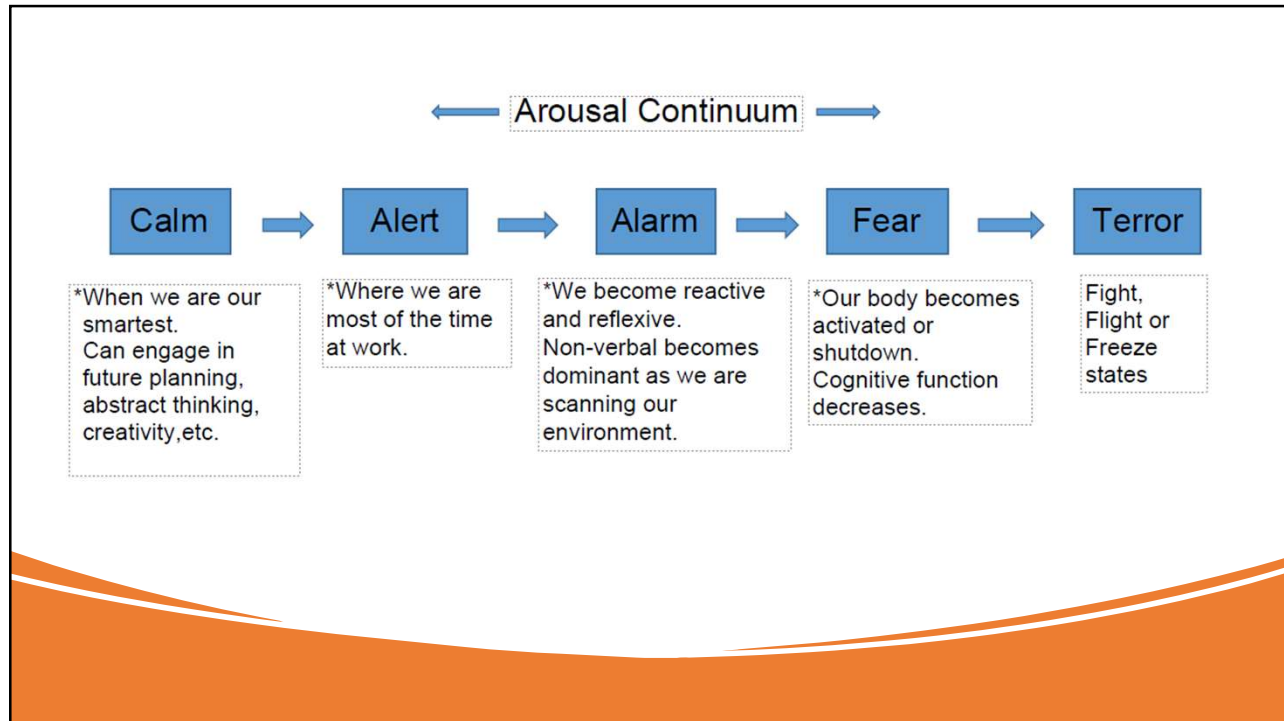
## SELF-REGULATION

In order to help someone in the crisis cycle-  
You FIRST have-to be able to regulate yourself.

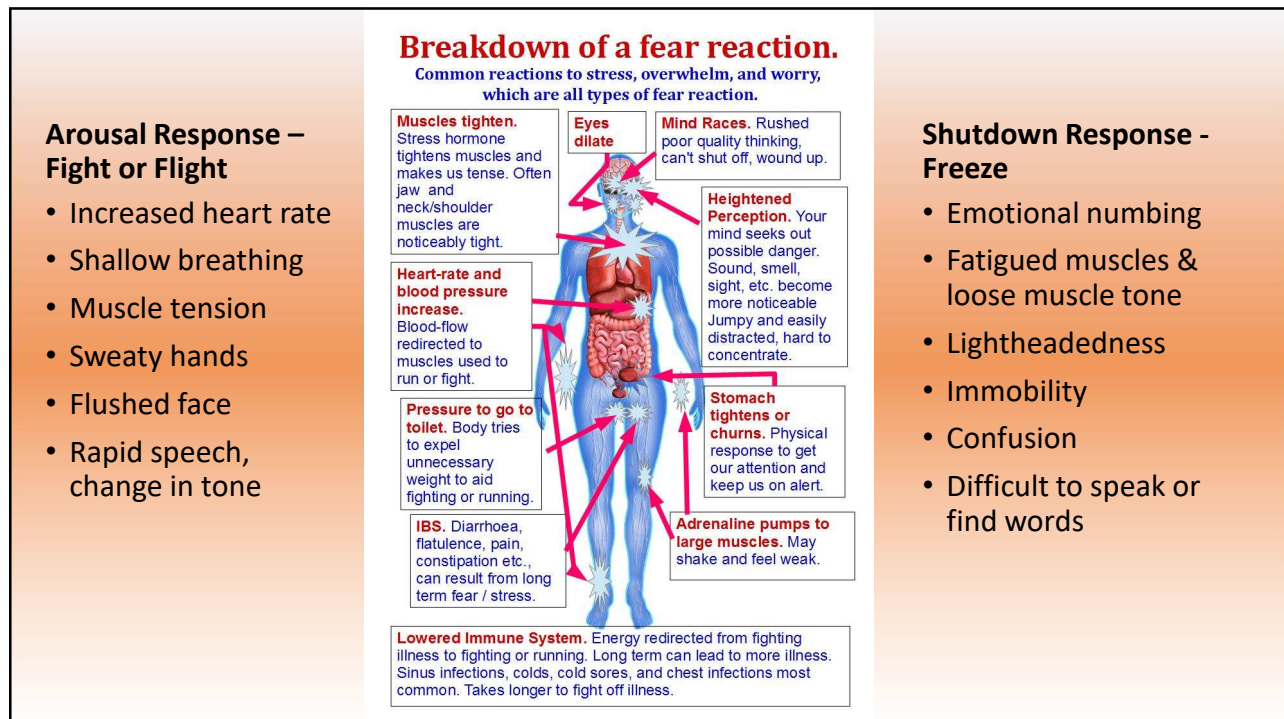
- What is your baseline state?
- What are your triggers?
- What situations make you the most uncomfortable?
- What strategies have worked for you in the past?



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## 4 Key Skills

1. Quick stress **Relief**- to stay calm in challenging situations.
2. **Recognize** and manage own emotions is key to helping others in distress.
3. Improve non-verbal skills to build trust, help **Regulate**, and disarm.
4. **Reduce** tension and anger with empathy, support, or humor.



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## Skill #1 Quick Stress Relief Tips to Try

- Breathe deeply -different techniques
- Soften eyes and muscles in the face
- Relax your jaw
- Relax muscles in neck and shoulders
- Rub pressure point on thumb
- Ground with your senses -YouTube
- Visualize a calming place
- Bilateral movement -after a stressful interaction, walking/tapping

If you're reading this,  
release your shoulders from  
your ears, unclench your jaw, and  
remove your tongue from the roof  
of your mouth. We physically  
tend to hold onto stress in  
least noticeable ways.

**Relax.**

Devyn W.

tinybuddha.com

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## Skill #2 Recognizing and Managing Emotions

**Self-Awareness**- the ability to recognize our own triggers, thoughts, emotions and their impacts on our behaviors.

**Self-Management**- the ability to choose our behaviors by working through our thoughts and emotions. As well as the ability to adapt to changing circumstances.

**Social-Awareness**- the ability to notice and understand the emotions, needs, and concerns of other people.

**Relationship Management**- the ability to develop and maintain good people skills, clear communication, and manage conflict.

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## Skill #3 Nonverbal Communication

- Eye contact
- Facial expression
- Voice
- Posture & body movements
- Gestures
- Timing
- Intensity

Nonverbal communication is always believed over words.  
Reflecting affirms and attunes with others

It is essential to understanding the inner life and experience  
of **self & others**

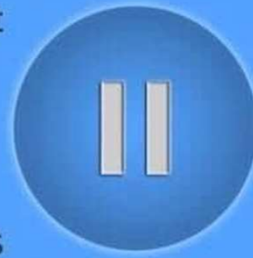
-Dan Siegel, MD

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## PAUSING IS POWERFUL

"After someone finishes speaking to you, take a little longer than usual before you reply. Let the weight of the other person's words - and more importantly, the person's underlying wants and feelings - really sink in. Notice how this pause affects you - and affects the other person's response to you."

-- Rick Hanson, Ph.D., *Just One Thing*



[WWW.MINDFULSCHOOLS.ORG](http://WWW.MINDFULSCHOOLS.ORG)

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## Skill #4 Practicing Empathy

Validate Listen Reflect



- It's not personal!
- Listen to understand.
- Behind every emotion is a **need**.  
"I want to better understand what you are hoping for..."

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## The Crisis Stages & Strategies

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### Triggered/Anxious person



#### Signs

- Restlessness
- Crying
- Sighing
- 1-word answers or over-explaining
- Increased volume or pitch of voice
- Tense muscles

#### Validate

- Be empathetic
- Active listening
- Validate feelings -"I understand why you are upset."
- Use open body language -1.5 feet away at angle
- Speak in a calm tone of voice
- Show respect
- "I'm here to help you. I'm sure we can figure this out together"

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### Defensive/Escalated person



#### Signs

- Person begins to lose rationality
- Challenging & blaming
- Difficult to redirect

#### Take Control of the Escalating Situation

- Offer choices and give opportunity to save face
- Clear, simple limits/consequences
- Do not answer challenging questions
- Assist in problem solving
- Address the **issue**, not the behavior
- Hold accountable without being punitive
- Bring in another person to assist and reinforce
- Use navigational phrases "Yes, and (rather than but)... That may be and....I understand, and....I see your point and...." to repeat your request to reschedule or leave

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## Crisis Situation



### Signs

Fear has triggered fight or flight

- Anger
- Confusion
- Racing thoughts
- Explosive behavior
- Yelling/threatening

### Least Amount of interaction for Safety!

- Their verbal reasoning is limited
- Do not confront/create power struggle
- Be flexible- the person cannot
- Do not take behavior personally
- Remain calm with relaxed posture but be aware and protect yourself. Stay far enough away that the person cannot hit, kick or grab you. Remove yourself and others from the situation.

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## Stabilization and Recovery



### Signs

- Decrease in physical and emotional energy
- Shaking
- Crying
- Exhaustion
- Sleepiness
- Replaying the event

### De-stress

- Use self-calming skills
- Get support
- Engage in good self-care
- Connect to social network
- Document the incident
- Process through movement

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## Post Crisis processing

- Provide safety and comfort
- Discuss what happened and investigate alternatives
  - Put into words sequence of events, include own thoughts and feelings
  - Identify and communicate needs
- Assist with problem-solving
- Agree upon future behaviors
- Build awareness of personal triggers and arousal states
- Bring closure

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## Final Thoughts?

**healthy**  
**CONFLICT RESOLUTION**  
**TIPS** 😊  
FOR kids

**Get Calm First**  
Wait until you are calm before addressing a conflict. Take some time to cool off and breathe.

**Ignore or Walk Away**  
This works good when dealing with something that is annoying you.

**Find a Win-Win Solution**  
Brainstorm a solution or make a deal where everyone feels heard and that their voices and needs matter.

**Share or Take Turns**  
Everyone wins.

**Use an I-Message**  
Say how you feel, what you hope for and how you want to be treated. For example, "I felt \_\_\_\_\_ when \_\_\_\_\_, or I would like \_\_\_\_\_, or I want \_\_\_\_\_."

**Play a Game of Chance**  
...like Rock, Paper Scissors or Flip a Coin.

**Do Something Else**  
...like play another game.

**Listen with an Open Heart**  
Listen to the other person without interrupting or judgment. Try to put yourself in their shoes.

**Ask for Help**  
Get help if you feel unsafe or have tried 2 or 3 of these strategies and still feel stuck.

**Say Words that Mean "No"**  
Use a strong and respectful voice to say that you are not okay with something.

**Apologize**  
Saying you are sorry when you make a mistake helps to make repairs.

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