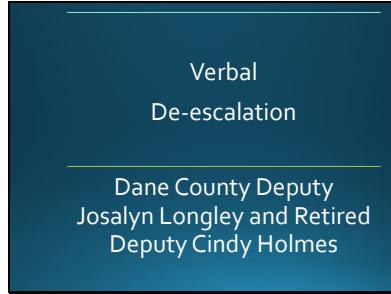
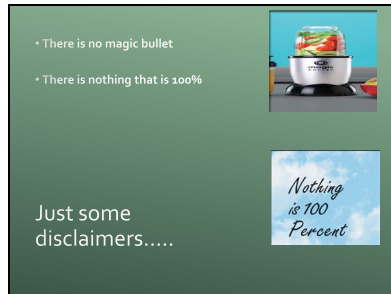


Slide 1



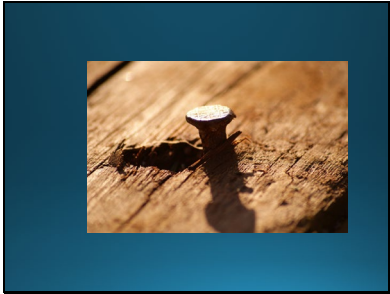
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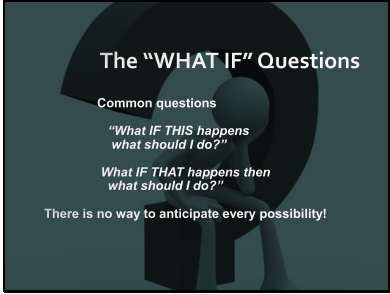
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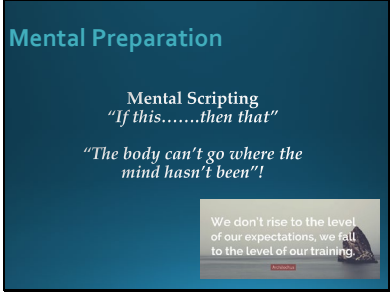
Slide 4



Slide 5




Slide 6



Slide 7

Workplace Violence

Don't let the Behavior ESCALATE
Do Something!



Slide 8

- Domestic Violence
- Substance Use/Abuse (personal/family)
- Financial Stress
- Mental Health
- Bullying
- Work related discipline/termination

Possible
Contributing
factors to
Workplace
Violence

Resources for you or the coworker
you are concerned about.
Reach out to EAP, Pastoral Care, Manager or
your own Personal Provider.

Slide 9

+



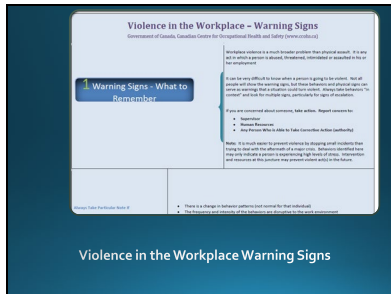
*Situational
Awareness*

- What if you could predict that an event is about to take place and be one step ahead as the event unfolds? Would be nice, wouldn't it?
- Paying attention to your surroundings or "situational awareness" increases your response time to safely handle an unexpected event.
- Know what is going on around you.

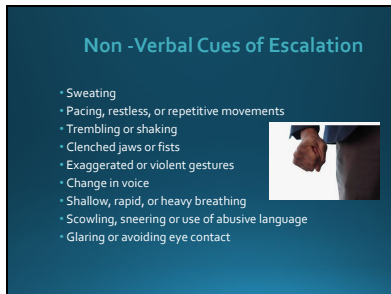
Slide 10



Slide 11





Slide 12



Slide 13

Non-Verbal Cues of Escalation

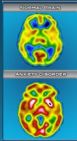
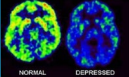
- Violating your personal space (they get too close)
- Finger pointing
- Staring through you
- Flaring nostrils
- Person refuses any eye contact
- Someone blocks egress
- Weapon



Slide 14

People and Setting-Related Risk Factors


- Increased experiences of anxiety, isolation, lack of resources, death, reduced social support and increase in demand for mental health services
- High Stress demands
 - Deadlines
 - Productivity
 - Finances



Slide 15

Know Your Environment

- Arrange furniture so workers have a clear exit route.
- Be familiar with a site and identify the different exit routes available.
- Physical position to the person.
- Do you have a 'safer room' for emergencies to create a barrier from the threat?
 - Do you know how to Secure the room?
 - Door lock, Barricade, etc.



Slide 16

What else ??

- Privacy
- Seating
- Kleenex
- Hydration

Slide 17

WARNING!!!!

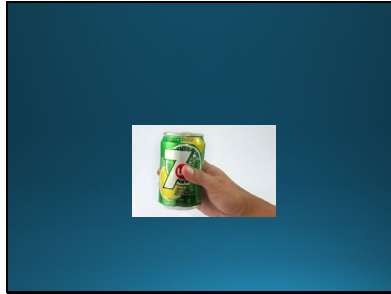
- The information contained in this presentation may be disturbing and upsetting to some. The information is being provided to alert and prepare you. These are real events that are happening in many communities just like ours.
- This presentation is meant to educate you not only at work but also in the community.

Slide 18

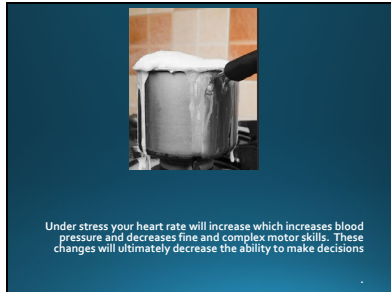


St Johns Hospital, Maplewood MN
 Read the full story at www.3news.com hospitalized for onset of episodes of confusion
 4 nurses injured

Slide 19



Slide 20



Under stress your heart rate will increase which increases blood pressure and decreases fine and complex motor skills. These changes will ultimately decrease the ability to make decisions

Slide 21

When Humans are Hostile....

They are Communicating.....

- Vulnerability
- Overload of emotional stress
- Fear
- Feelings of helplessness
- Powerlessness

A colorful wheel diagram with segments labeled with emotions: ANGER, FEAR, SADNESS, GUILT, SHAME, DISGUST, ENVY, JEALOUSY, and PRIDE. The wheel is surrounded by text: "THINK FEEL" and "MIND BODY". The logo "WHOLEYourself" is at the bottom.

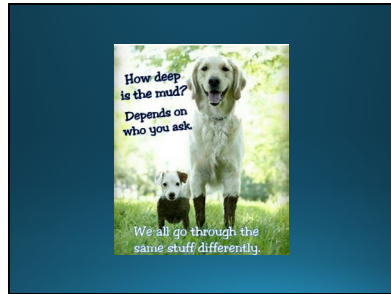
Slide 22



Slide 23



Slide 24



Slide 25

What is Verbal De-escalation?


- Intervention using calm language, along with other communication techniques, to diffuse, re-direct or de-escalate a conflicting situation.

IN.gov

Slide 26

Conflict is inevitable, but combat is optional.


— Matt Lacourse



Slide 27

Define Conflict:

Mental struggle resulting from incompatible or opposing needs, drives, wishes, external or internal demands



Slide 28

De-escalation is.....

-  A two-way street
-  Problem solving, not fixing
-  Active Listening
-  Non-judgemental

Slide 29

• De-escalation is something you assist with not "do" to a person.



Slide 30

De-escalation Tips

- Non -physical skills for intervention
- Reasoning with an enraged person is not possible
- De-escalate so that discussion can become possible

You need to keep yourself safe!

Slide 31

De-escalation Tips


Self Control

When confronted with a difficult subject, the first step is not to control their behavior but to control your own.

If you can't control yourself, you can't be a calming influence on the subject.

When you can't manage the situation, you can manage yourself.

Slide 32



▶ Yoga Breathing
▶ Grounding exercise

Slide 33

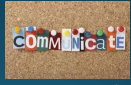
De-escalation Tips

- People not directly involved should be removed from the immediate area.
- You may need to relocate the individual vs others moving.
- It is not always helpful to have family or loved ones present. They may be part of the problem and make your interaction more difficult.

Slide 34

De-escalation Tips

- Communicate the process
 - Can help with fear and confusion which can cause escalation





- Never attempt to de-escalate a potentially violent situation without calling for "backup".
- Know how to signal for help from other staff without escalating the crisis.

Slide 35

De-escalation Tips

Tone

- For effective communication to occur your message needs to be heard.
- Tone adds another dimension to the words you are using



Slide 36

"I" Statements

- Get out of the "You Must" mindset
- I understand that....
- It seems to me.....
- I'm glad to try to work it out.....
- I want to see that you have.....
- How can I help you with this?
- Who can I contact for you?
- I know it must be tough when.....

Slide 37

De-escalation Tips SMILE


Done at the right time and within the right context

So you're saying a smile can save a life?

We used to smile at each other. Today we're so focused on our devices, we're walking by anyone and everyone in pain. Sometimes we need to open our eyes, open our views to the world and just smile and say hello. ... There are people who really need that smile, who desperately need that smile.

Kevin Hines, Golden Gate Bridge Suicide Survivor

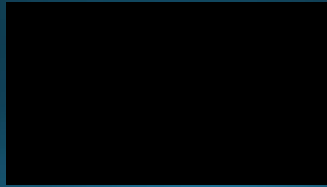
Slide 38



THE POWER OF HELLO

Slide 39

Active Listening



Slide 40

De-escalation Tips

ACTIVE LISTENING

It requires that the listener fully concentrate, understand, respond.

- No Distraction
- Posture
- Eye Contact

The diagram 'Active Listening' shows a central circle with eight arrows pointing to various techniques: 'Use of open & closed questions', 'Clarify', 'Summarize', 'Draw interest', 'Listen for feelings', 'Reflect', 'Probe', and 'Mirror'. A separate box labeled 'Signal encouragement' is connected to the main diagram.

Slide 41

How Most People Tell a Story

The diagram shows a flowchart for 'How I tell a story' starting with 'START OF STORY' and ending with 'END OF STORY'. The flow includes steps like 'PRELUDE', 'BACKGROUND', 'PROBING', 'REVEAL THE DEPTH OF THE ISSUE', 'APPROPRIATE', 'APPROPRIATE', and 'APPROPRIATE'. A second box 'How I tell a story' contains more detailed steps like 'WAIT FOR THE OTHER PERSON TO TALK', 'REVEAL THE DEPTH OF THE ISSUE', 'APPROPRIATE', 'APPROPRIATE', 'APPROPRIATE', and 'APPROPRIATE'.

Slide 42

Active Listening

Paraphrasing

- Restate what the individual said
- Put the meaning/statement in your own words

Mirroring

Example

- "She doesn't listen to what I say. She doesn't pay attention to me and it pisses me off"
- Response: "What I hear you saying is she doesn't listen to you"

Slide 43

De-escalation Tips

ACTIVE LISTENING

The Most Important Skill is to get the person to talk.

- Minimal Encouragers
 - "Mm, hmmm"
 - "Yeah"
 - "Go on"
 - "Tell me more about that"
 - "And then what happened"
 - "And how do you **FEEL** about that"

Slide 44

Anger

frustration, fear, hopelessness, embarrassment, hurt, depression, anxiety, panic, confusion, bitterness, helplessness, disappointment

Slide 45

Identify and Name Emotions

Types of Basic Emotions

1. Happiness
2. Sadness
3. Fear
4. Disgust
5. Anger
6. Surprise

Slide 46

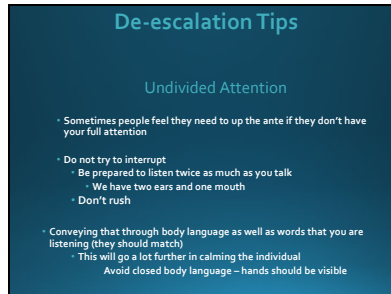


Active Listening

- Periodically cover/review main points
 - Consider every 3-5 minutes
- Restate in your own words and verify your understanding is accurate
- Identify emotions or how a person is feeling. They get it when you get it!

Summary

Slide 47

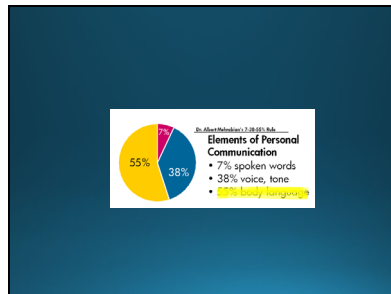


De-escalation Tips

Undivided Attention

- Sometimes people feel they need to up the ante if they don't have your full attention
- Do not try to interrupt
 - Be prepared to listen twice as much as you talk
 - We have two ears and one mouth
 - Don't rush
- Conveying that through body language as well as words that you are listening (they should match)
 - This will go a lot further in calming the individual
 - Avoid closed body language – hands should be visible

Slide 48

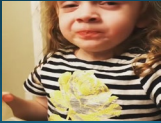


Elements of Personal Communication

- 7% spoken words
- 38% voice, tone
- 55% body language

Slide 49


Does your body language match your words?



Slide 50



De-escalation Tips
"Silence is Golden"

- Sometimes allowing that moment of silence can be the best choice.
 - Don't force an answer and risk escalating the situation
- Effective pauses help focus thought and interaction
- If the individual doesn't immediately answer a question, it doesn't mean they didn't hear you.

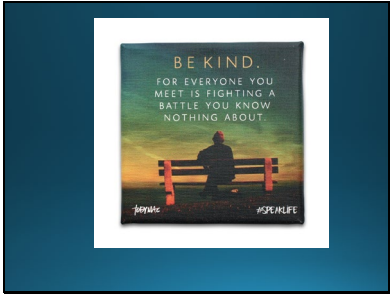


Slide 51

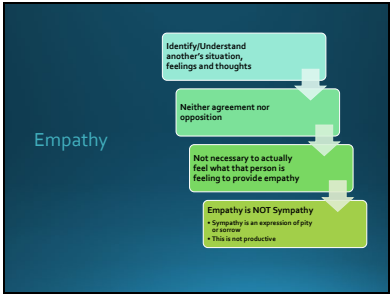
Empathy: The Human Connection to Patient Care
Cleveland Clinics



Slide 52



Slide 53



Slide 54

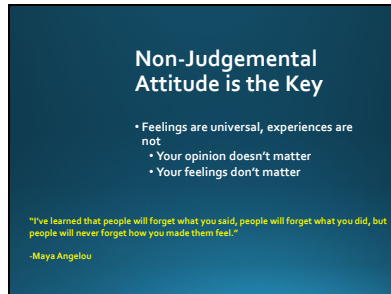
De-escalation Tips
Empathy

- Reflect back what you think, feel and sense they are saying and feeling.
- Can help build rapport (name)
 - Find the hook
- "It sounds like you are feeling angry," to communicate that you are aware of their emotional state
- Keep in mind whatever the person is going through, it may be most important thing in their life at that moment

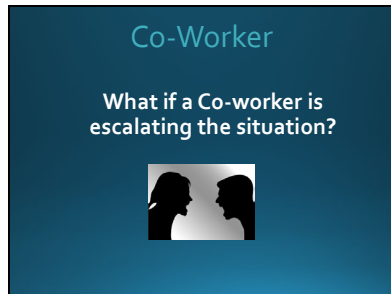
Slide 55



Slide 56



Slide 57



Slide 58

De-escalation Tips

Remember if you say something or do something to de-escalate a tense situation and it makes the crisis worse, **stop and try something else.**

Slide 59

De-escalation Tips

Refrain from Physical Contact

- If only verbal do not touch the person or attempt to restrain them by hand. This may cause them to become physical.
- Not grabbing angry people - let them walk.
 - Let's walk and talk



Slide 60

De-escalation on the Phone

- Stay calm
 - Deep breathing exercises
 - Grounding techniques
- Think before you speak
 - It's ok to pause before responding
- Let the individual speak
 - Avoid interrupting or talking over them

Slide 61

Telephone cont'd

- Watch your tone of voice
- Try not to put them on hold
 - If you can't avoid it, minimize the time spent on hold
- Be honest even if it means the person doesn't get the result they want
- Stay as positive as possible
- Use technology to your advantage
- Try to leave the person with something positive

Slide 62

Preventative/Protective Measures

- Strategize to manage your own behavior.
- Know your physical limitations.

Slide 63




Preventative/Protective Measures

- Be cautious with personal information you share with clients and their families.
 - Can they hear conversations?
- Social Media – be cautious with how much information you share.



Slide 64

Preventative Measures for Safety

-  Be cautious when leaving work
-  Secure personal items at work
-  Be familiar with workplace policies

Slide 65

Report and Communicate

- Report concerns regarding general public to your supervisors.
- Often times threats or safety concerns go unreported.
- Communicate with coworkers

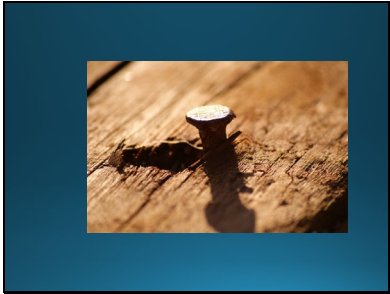
* If you have concerns about a co-worker report it. Don't wait until it's too late to get them help!

Slide 66

Recovery

-  DEBRIEF
-  PROCESS
-  TAKE CARE OF YOURSELF AND EACH OTHER
-  EMOTIONAL FIRST AID
-  BE AWARE OF POTENTIAL TRIGGERS
-  USE AVAILABLE RESOURCES

Slide 67



Slide 68



Slide 69

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