Menu

Verbal De-Escalation

Appetizer

Verbal de-escalation is used during potentially dangerous, or threatening, situation in an attempt to prevent persons from causing harm to us, themselves, or others.





Main Course

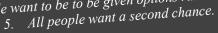
If you take a LESS authoritative, LESS controlling, LESS confrontational approach, you will actually have more control.

You are trying to give the person a sense that he or she is in control.

Why? Because they are in a crisis, which by definition means the person is feeling out of control. Their normal coping measures are not working at this time.

Dessert

- 1. All people want to be treated with dignity and respect
- 2. All people want to be asked rather than being told to do something. 3. All people want to be told why they are being asked to do something.
- 4. All people want to be to be given options rather than threats.





Side Dishes

Seven Active Listening Skills

Reflecting/Mirroring: Reflecting is the process of paraphrasing and restating both the feelings and words of the speaker. Mirroring is a simple form of reflecting and involves repeating almost exactly what the speaker says.

Open-Ended Questions: Questions that invite a non-specific response. What? when, how, tell me more about..... I'd like to hear more about how the dog was acting.

Minimal Encouragers: Use brief, positive prompts and gestures to show your interest. Uh-huh....right...ok....etc.

Emotion Labeling: Without judgement, identify what the speaker is feeling. You sound.... You seem... I hear..... If I were in your situation, I think I'd feel . . .

Paraphrasing: Put the meaning of the speaker's conversation into your own words. So, you feel like your neighbor is rude to you?

"I" Messages: Without turning the focus to yourself, communicate how you would like to help. Focus on the problems not the person.

Effective Pauses: Deliberately pause at key points for emphasis. Allow for comfortable silence to slow down the exchange.

Beverages

"Empty your mind, be formless, shapeless - like water. Now you put water into a cup, it becomes the cup, you put water into a bottle, it becomes the bottle, you put it in a teapot, it becomes the teapot. Now water can flow or it can crash. Be water, my friend." Bruce Lee



Verbal de-escalation: Stepping back from the edge

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