

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 given options rather than threats.
5. All people want a second chance.



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



Animal Care Expo Online

Verbal de-escalation: Stepping back from the edge

Daniel Ettinger, Animal Protection Officer II, Denver Animal Protection