

WELCOME TO



A SCTCS Division of Academics, Student Affairs & Research Initiative

TLT

TEACHING & LEARNING TUESDAY

De-Escalating Critical Situations

September 17, 2024

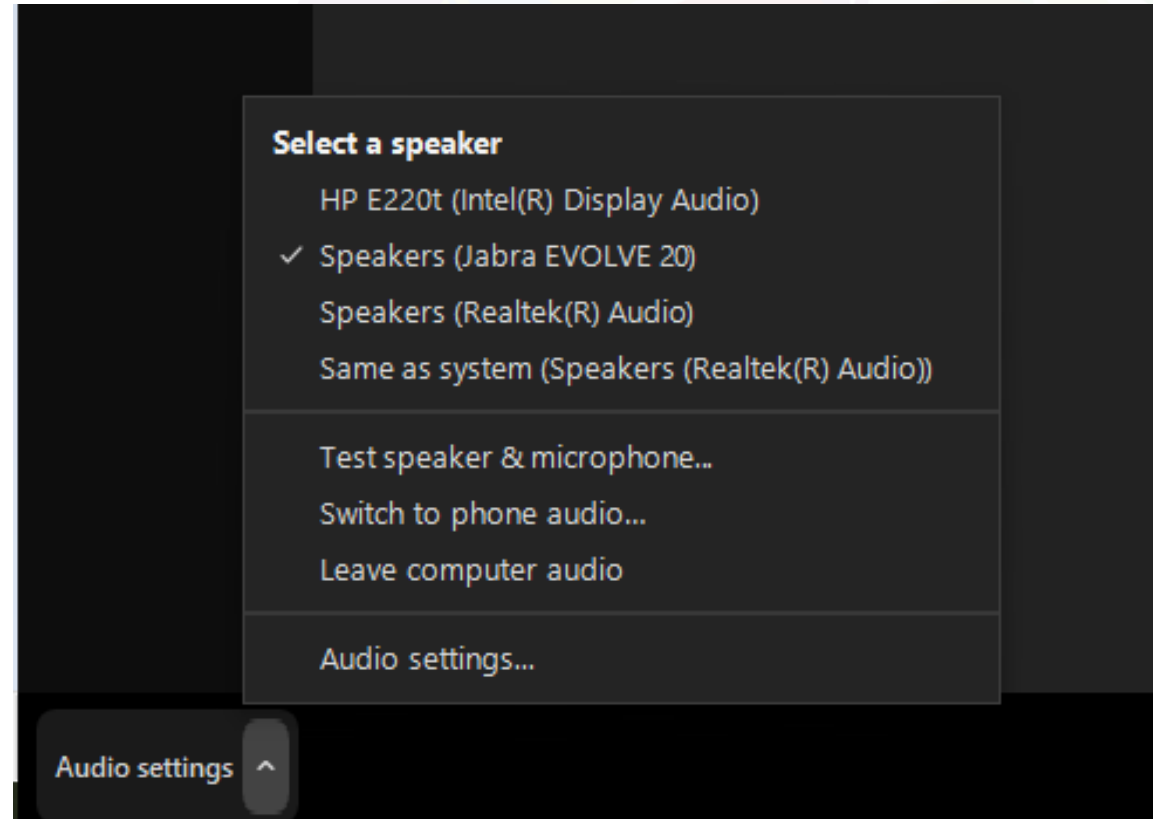
2:30pm

ABOUT THE PRESENTER



Dr. Mark Dougherty
Tri-County Technical College

ZOOM WEBINAR



ZOOM WEBINAR


You are viewing AA- System Office's screen

View Options ▾

- Zoom Ratio Fit to Window > ✓ Fit to Window
- Exit Full Screen 50%
- ✓ Side-by-side mode 100%(Original Size)
- 150%
- 200%
- 300%

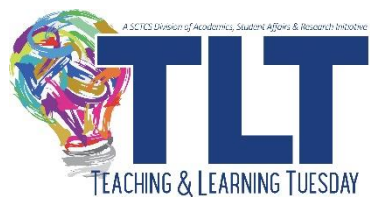
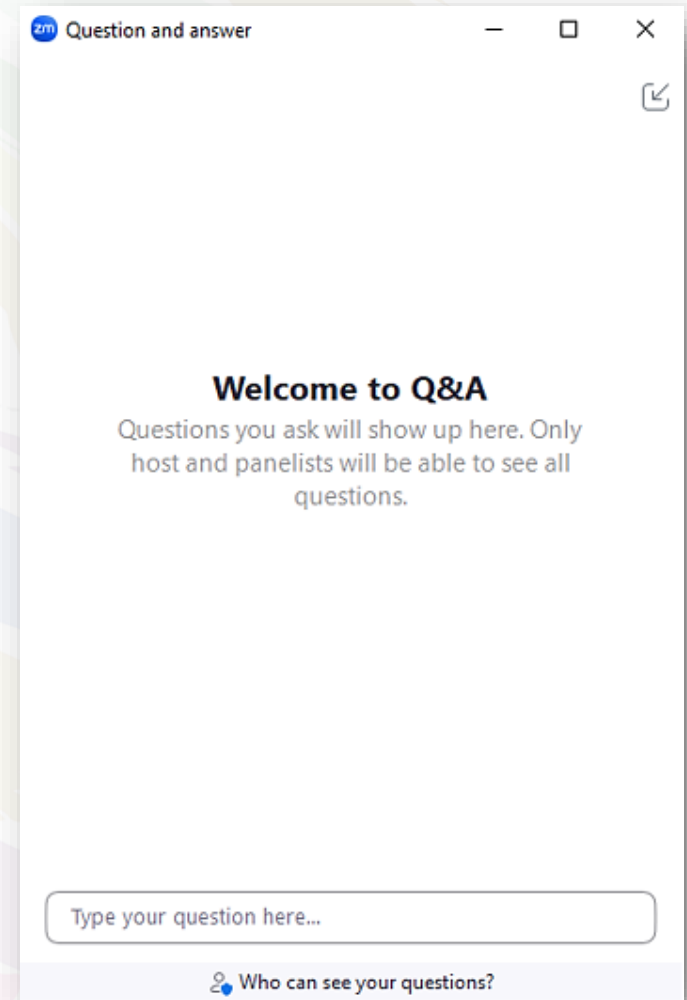
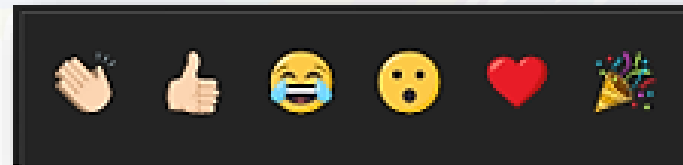
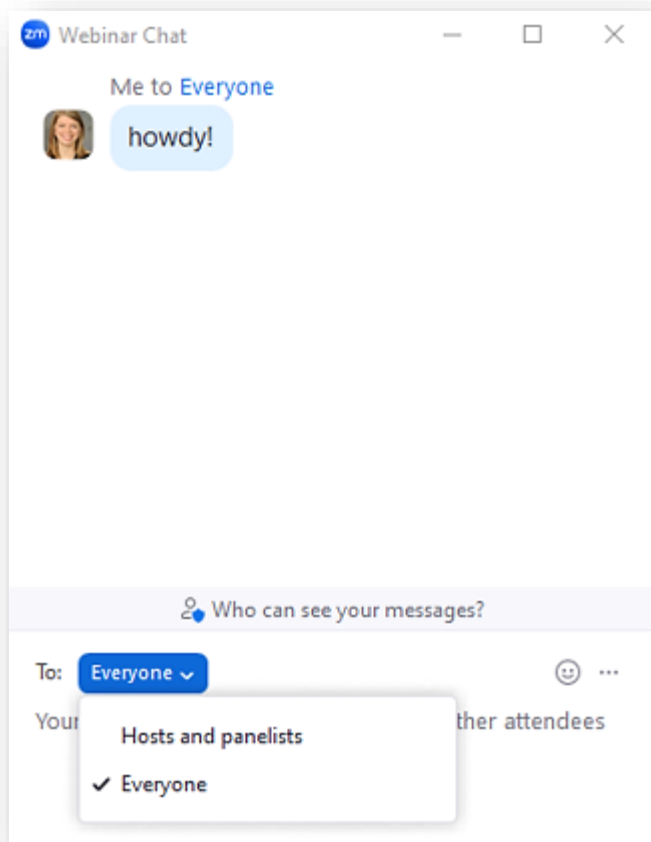
Contact Us

A SCTCS Division of Academics, Student Affairs & Research Initiative



TLT

ZOOM WEBINAR





De-escalating Critical Situations: Working with Individuals in Crisis

Dr. Mark Dougherty, Dean of Students

Attribution

Information in this presentation is adapted from the training materials for *Nonviolent Crisis Intervention* certification through the Crisis Prevention Institute. Copyright 2020

ABOUT ME

TLT - 09/17/2024



**All behavior is a
form of communication.**

CPI Values and Philosophy

CARE

Respect, dignity, empathy, person-centered



WELFARE

Maintaining independence, choice and well-being



SAFETY

Protecting rights and minimizing harm



SECURITY

Safe, effective, harmonious and collaborative relationships



The CPI *Crisis Development Model*SM

Integrated Experience



Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	3. Safety Interventions
4. Tension Reduction	4. Therapeutic Rapport

The CPI *Crisis Development Model*SM



Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	3. Safety Interventions
4. Tension Reduction	4. Therapeutic Rapport

INTEGRATED EXPERIENCE

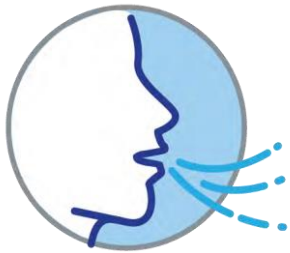
- **Behavior influences behavior.** By being aware of your own attitudes and perceptions and remaining in control of your own behavior, you increase the likelihood of successful intervention.

PRECIPITATING FACTORS

- **Factors influencing a person's behavior.** These are internal and/or external causes of behaviors over which you have little or no control. Just as a person in distress has factors that influence their behaviors, you as a staff member have Precipitating Factors too.

RATIONAL DETATCHMENT

- **Recognizing the need to remain professional by managing your own behavior and attitude.** Not taking the behaviors and attitudes of others personally.



**Take a deep
breath.**

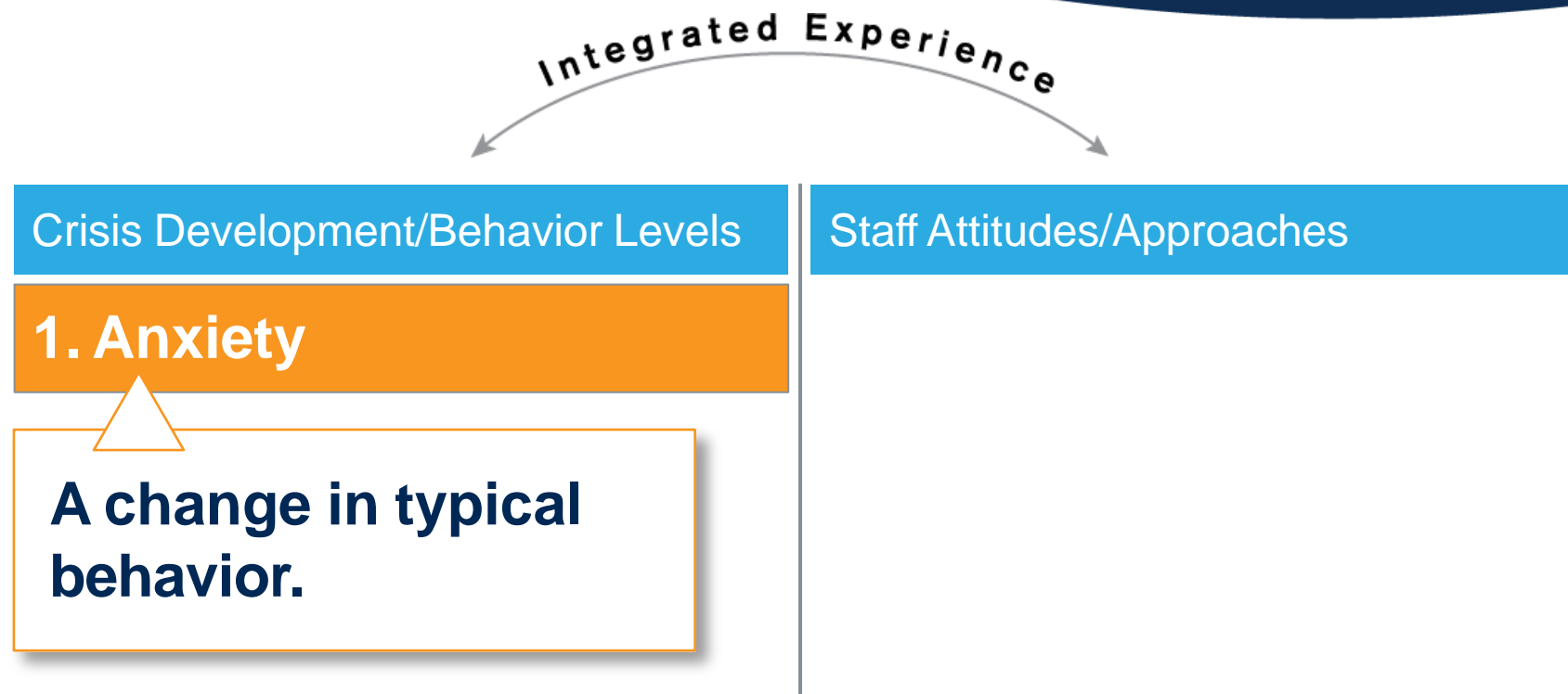


**Choose your
words carefully.**

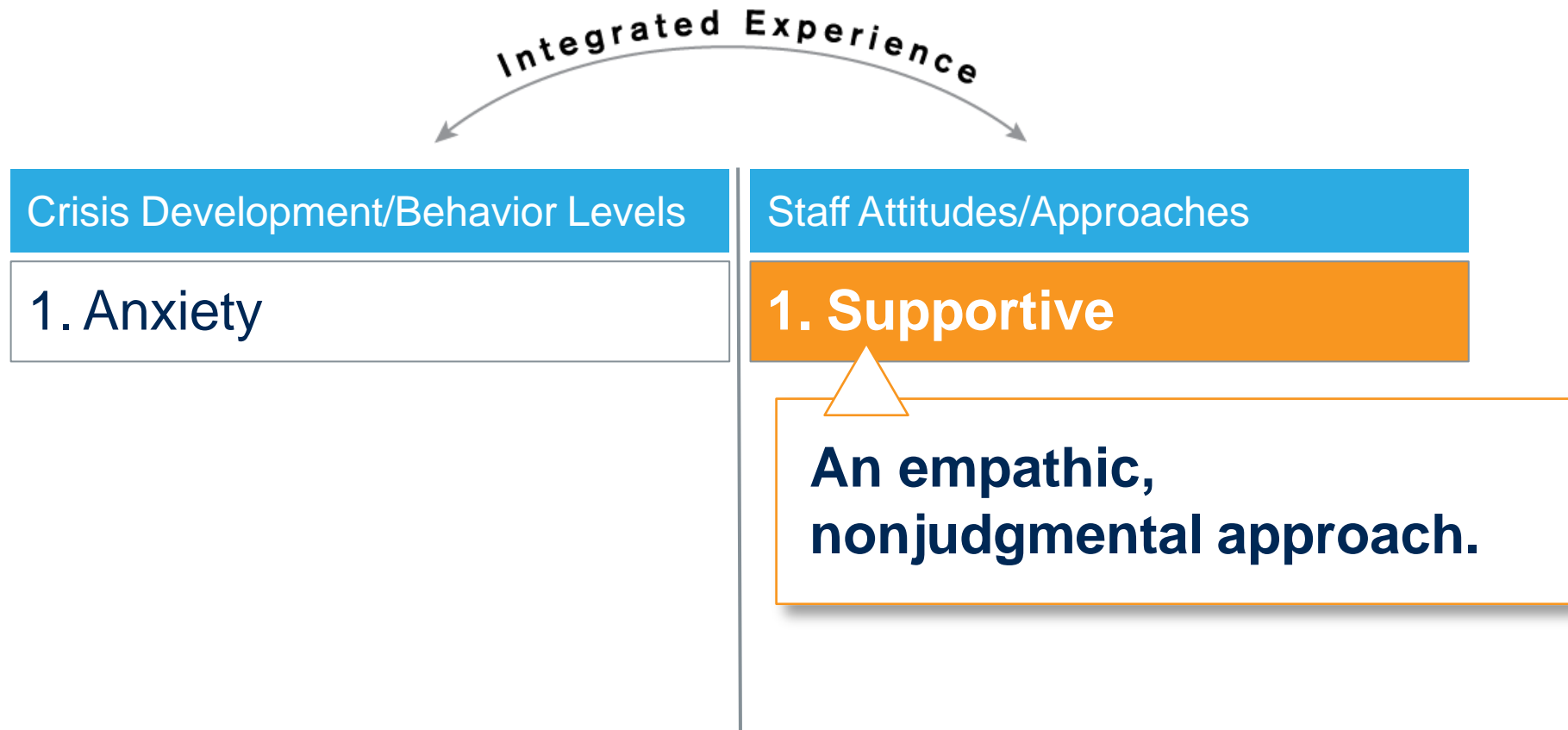


Ask for help.

The CPI *Crisis Development Model*SM



The CPI *Crisis Development Model*SM

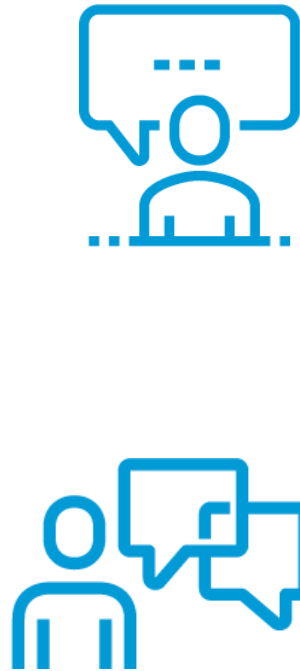




**Your approach changes
everything.**

Verbal Communication

- Short, simple, clear
- Respectful
- Positively phrased



- Instead of. . .
- “You are not supposed *to be in this area.*”
- Say. . .
- “You seem lost. *How may I help you?*”

Paraverbal Communication



TONE



VOLUME



**RHYTHM OF
SPEECH**

Paraverbal Communication Tips

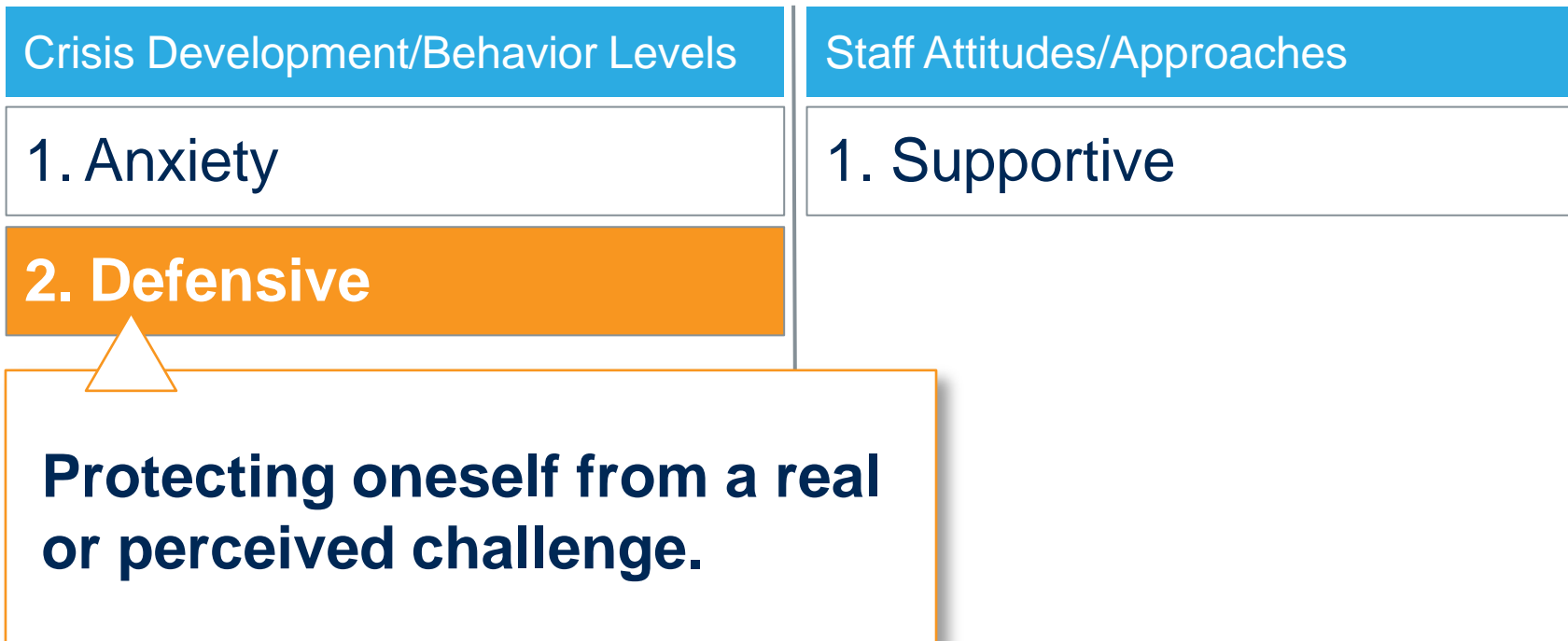
- Use caring, supportive tones.
- Keep the volume appropriate to the situation.
- Deliver your message at a rate the person can process.

Nonverbal Communication

- Personal space
- Body language
- Communication through touch
- Listening with empathy

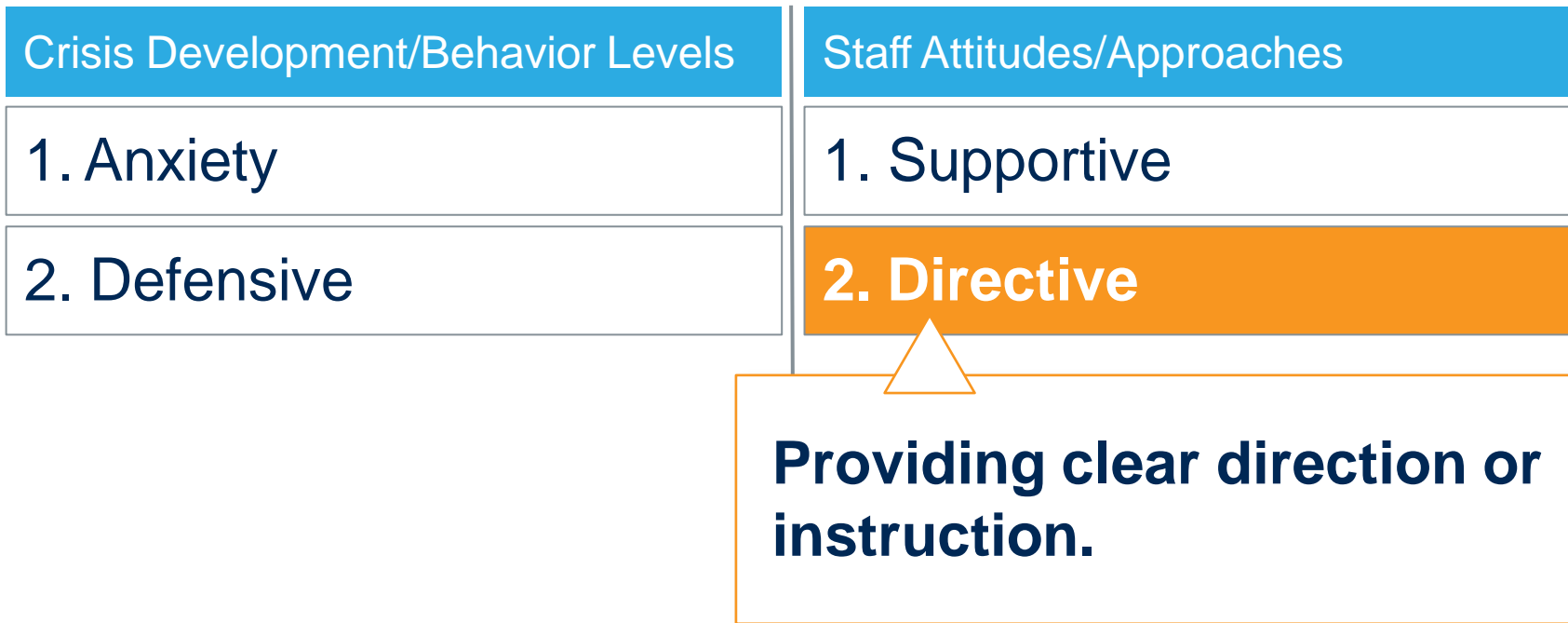
The CPI *Crisis Development Model*SM

Integrated Experience



The CPI *Crisis Development Model*SM

Integrated Experience



Tips for responding to defensive behaviors

- If you anticipate a difficult conversation, plan it out with a script.
- Don't engage in verbal escalation.
- Allow venting.
- Set limits
 - Respectful, simple, reasonable
- Responding to questions rationally and sticking to the topic at hand. Don't rise to challenging questions.
- Take threats seriously. Seek assistance if needed.

Limit Setting Examples

- Interrupt and Redirect:
 - [Interrupt] “Bill, your shouting. [REDIRECT] Please speak quietly. Thank you.”
- When/Then:
 - “Bill, **when** you lower your voice, **then** I’ll be able to address your concerns.”
- If/Then:
 - “Bill, **if** you lower your voice, **then** I’ll be able to address your concerns.”
- Fail Safe Choice
 - “Bill, would you like to talk about this now or later in private?”

The CPI *Crisis Development Model*SM

Integrated Experience

Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	

Behavior that presents an imminent or immediate risk to self or others.

The CPI *Crisis Development Model*SM

Integrated Experience



Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	3. Safety Interventions

Non-restrictive and restrictive strategies to maximize safety and minimize harm.

Coordinated and Collaborative Approach

- Consider safety for you, the person involved, and others around.
- **Follow your institution's policies and procedures.**
- Remove the audience, or the person in crisis.
 - Only physically engage with the individual if you are properly trained to do so. Rely on trained individuals for a physical response.
- Know your procedures for calling for help.
- Support your coworkers.

The CPI *Crisis Development Model*SM

Integrated Experience



Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	3. Safety Interventions
4. Tension Reduction	

Decrease in physical and emotional energy.

The CPI *Crisis Development Model*SM

Integrated Experience

Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	3. Safety Interventions
4. Tension Reduction	4. Therapeutic Rapport

Re-establish the relationship.

Post-Crisis:

- The goal when de-escalating a person in crisis is to help them reach Tension Reduction.
- Therapeutic Rapport involves listening, demonstrating empathy, avoiding blame, and providing reassurance and comfort.
- Documenting an event is a recommend practice to ensure accurate records are captured, according to your institution's policies and practices.

Contact

- Dr. Mark Dougherty
- mdougher@tctc.edu
- 864-646-1871

2024 TLT FALL SESSIONS

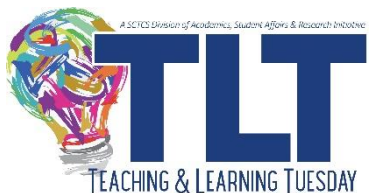
October 15

Professional Growth and Development

November 19

Maximizing Canva

Coleman Brown (GCS) & Shane Peek (GCS)



Want to showcase your expertise? Is there a teaching technique that has been effective in the classroom? Apply to be a TLT presenter! For more information and full schedule: www.sctechsystem.edu/tlt

GIVE US YOUR FEEDBACK

<https://www.surveymonkey.com/r/Sept24TLT>

