

*De-Escalation and Peer Support
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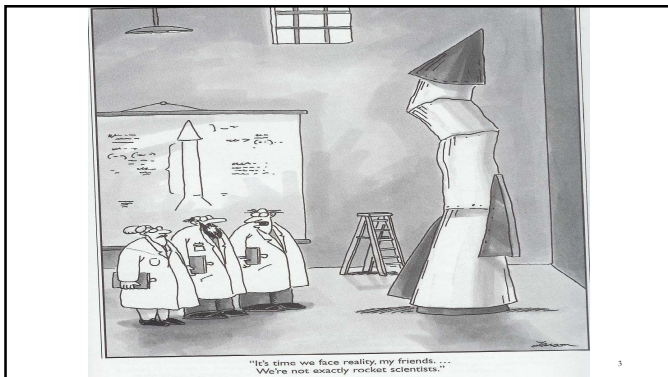
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True or False?

Only a psychiatrist or other highly trained mental health professional can help a person with mental illness in a crisis situation.

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Characteristics of Individuals Who Are Successful at De-escalation:

- Team player
- Good listening skills
- Empathy
- Good problem-solving skills
- Ability to think quickly and flexibly
- Assertiveness
- Capacity to remain calm, patient, and in control
- Description of a good correctional officer as well.

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Supporting the Person with de-escalation skills

- A peer with basic training at identifying and supporting a person experiencing escalated feelings will have the tools that may effectively calm a crisis situation, prevent harm to the individual or others, and assist the person in obtaining further help.
- The key to this process is communication: a willingness to listen and to communicate a degree of understanding--EMPATHY.

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Be Cognizant of High-Risk Situations

A **High-Risk Situation** is one in which the peer or other staff is confronted with behavior posing **immediate danger** to the individual themselves, you, or others.

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What is Required in Effective Responses to Mental Health Crises?

- Approaches are person-centered
- Approaches that are non-judgmental
- A here-and-now approach
- **Objective:** To reduce anxiety and to encourage meaningful communication

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Why Is Managing the Crisis Important?

- Safety for all
- Fewer tragedies
- Better decisions
- Better outcomes
- Reduction in criminal justice system involvement



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A Different Mindset



- If you take a **less** authoritative, **less** controlling, and **less** confrontational approach, you will have **more** control.
- You are trying to give the person a sense that he/she is in control (Seattle).
- Why? Because he/she is in a crisis, which, by definition, means that he/she is feeling out of control and normal coping mechanisms are not currently working.

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Key Concepts for Effective Verbal De-escalation

- Safety needs to always come first.
- Decrease the intensity of a situation; **return to pre-crisis state**
- Use Active Listening, gain rapport and build trust
- Set clear limits; communicate directly; create options (4th of July)
- Promote appropriate resolutions based on an assessment of the facts.



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How Do You Do It?

Guidelines to defuse a potential mental health crisis

- | | |
|--|--|
| • Maintain a safe distance | • Be active in helping |
| • Use a clear voice tone | • Build hope |
| • Use a voice volume lower than that of the individual | • Focus on strengths |
| • Use a non-threatening posture (yet maintaining tactical awareness) | • Present as a calming influence- don't be the person who escalates situations |
| • Set limits | • Demonstrate confidence and compassion |

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How Do You Do It?

Guidelines to defuse a potential mental health crisis

- Determine the person's need for basic needs, including food and water
- Be patient
- Be non-judgmental
- Use active listening skills
- ***Do you have to be a superhero?***



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True or False?

You have to be a superhero to provide de-escalation skills and plan for a successful strategy?

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Example in jail

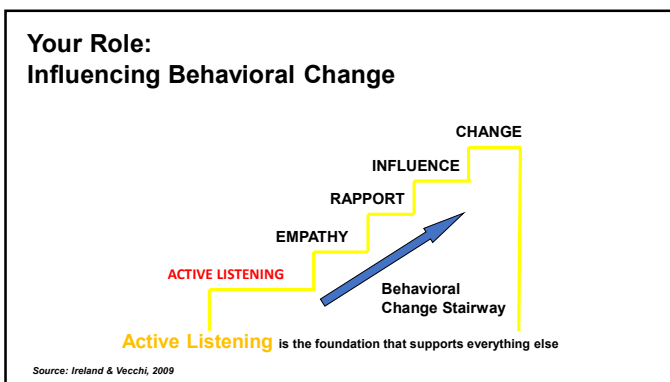
A woman who appears about 40 approaches you while in jail and complains that her husband installed an electronic tracking device in her arm. She shows you where it is, but there is nothing noticeable there. She has also recently noticed others following her and she suspects her husband has hired them. She is clearly agitated.

What do you say?

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Breakout discussion

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Active Listening

- It's a skill that can be developed
- It takes time and patience
- It requires focus on verbal & nonverbal messages
- Is nonjudgmental

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70%

70% of people's efforts to communicate about emotional issues are unheard, misunderstood or rejected.

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Effective Communication Rule


- Three important elements in any face-to-face encounter:
 1. **Words Used (7%)**
 2. **Tone of Voice (38%)**
 3. **Body Language (55%)**
- There must be congruence among all three elements for effective communication (Riley)

Source: Mehrabian & Ferris, 1967

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Active Listening Skills

- Attending
- Restatement
- Reflection-Paraphrase
- Open-ended questions
- Minimal Encouragers
- Effective Pauses
- Silence



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What Active Listening is Not

- Advice, Judgment or Persuasion
- Discussion of topics not expressed by the person in crisis

The person's feelings, values, statements
and opinions are what count



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If All Else Fails...Remember, It's Not About The Nail



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Attending

Focusing your attention completely on the person in crisis

- Words used by person in crisis
- Rate of speech
- Tone of voice
- Facial expression
- Body language



Also, attend to the above in yourself

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Restatement

Restating or *Feeding Back* And Clarifying the FACTS of the person's crisis situation.

Person in Crisis:

"I stopped taking my medicine after I was fired and I've been sleeping in my car."

Peer:

"So you were fired from your job or



"You were fired and you are sleeping in your car"

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Restatement

► The **FACTS**

Person in Crisis:

"I started back using and me and my wife were fighting. She left me. I didn't go into work like I was supposed to. It was my last chance. I'm fired. It's just not worth it anymore."

Peer:

You were fired and your wife left you.

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Reflection

Reflecting or *Feeding Back* the person's FEELINGS about the crisis

Person in Crisis:

"I'm afraid of sleeping in the car. How can I ever get a room without money?"

Peer:

"I can hear you are scared."



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Reflection

▶ **The Feelings**

Person in Crisis:

“I’m a failure. I had two years. I was going to meetings. My wife and I were doing okay. Work was good. I can’t do anything right.”

Peer:

“I can see you are upset about what has happened.”

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Summarizing/Paraphrasing

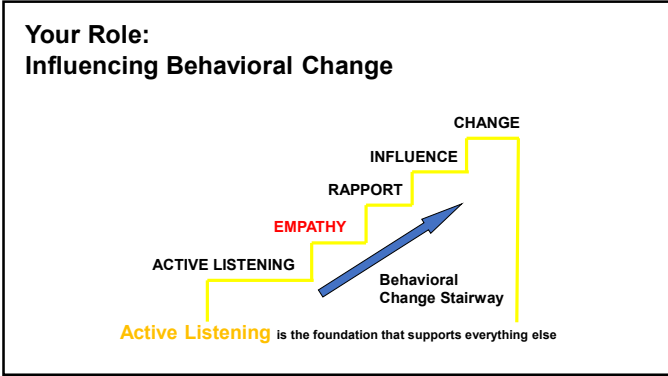
- This is a strategy in which you sort through the information presented in order to pull out and paraphrase the essential ideas.
- It requires you to determine what is important, to condense this information, and to state it in your own words

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Summarizing/Paraphrasing

- *“I started drinking again and me and my wife went to fighting. She left me telling me it was my last chance. I didn’t go to work. It was my last chance and they ended up firing me. It’s just not worth it anymore.”*
- *“My husband keeps playing games with me. He is so manipulative. He is telling everyone it is my fault, that I am a bad mother saying I am unstable. I can’t help it if I get depressed at times. Life can be so tough and overwhelming. Now he is trying to keep me from seeing my own kids. I have the court papers that give me custody and he won’t send them back. What do I do?”*

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Empathy – What is it?

“An accurate statement of another person’s experience and reflection of their feelings.”

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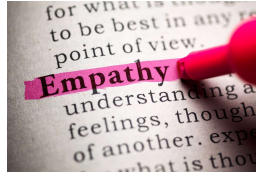
Empathy is NOT

- Sympathy
 - Sympathy - “...an expression of pity or sorrow for the distress of another...” American Heritage Dictionary
 - Pity and sorrow are not productive
- It’s not necessary to actually “*feel what they feel*” to provide empathy

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Empathy...

- It communicates to the person that you understand their feelings.
 - “Seeing things through another’s eyes”
 - “Putting yourself in someone else’s shoes”



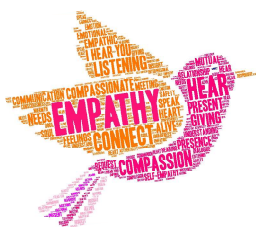
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Video - Empathy: The Human Connection



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Empathy: Why is it Important?



- Conveys understanding
- Others feel understood & supported
- Encourages others to share more
- Creates a connection
- Establishes rapport
 - That then enables **problem-solving, solutions**, etc. You can't do these two things without rapport.

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Communicating Understanding

- Simple, short phrases
- “Interested” tone
- Slow
- At times, tentative...
- Use empathic stems



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Empathic Stems

- “Maybe you feel....”
- “Sounds like a ____ day”
- “What a day you’ve had”
- “That is a lot to deal with”
- “That is the last thing you wanted”
- “That’s confusing when that happens”
- “It’s hard for you to know what to do...”
- “Right now it feels like there is no hope”
- “You wish things were different”

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More Empathic Stems

- “From your point of view...”
- “Let me see if I understand you...”
- “I wonder if...”
- “I can appreciate how you might...”



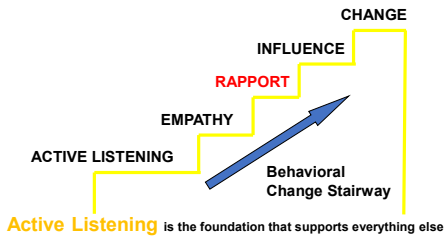
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Empathy Versus Sympathy



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Your Role: Influencing Behavioral Change



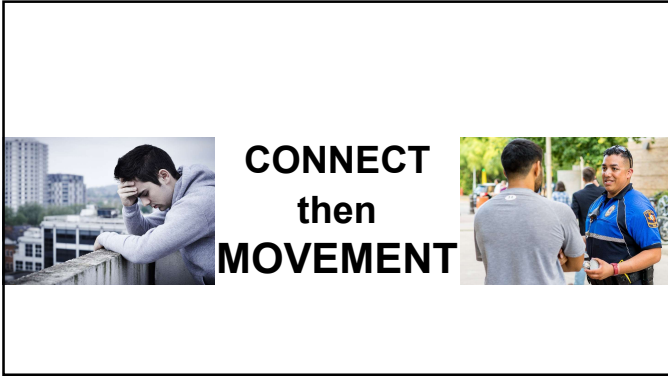
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Rapport

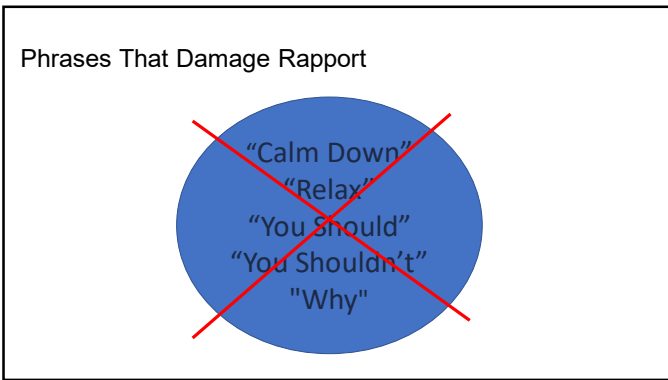
Relationship of mutual trust



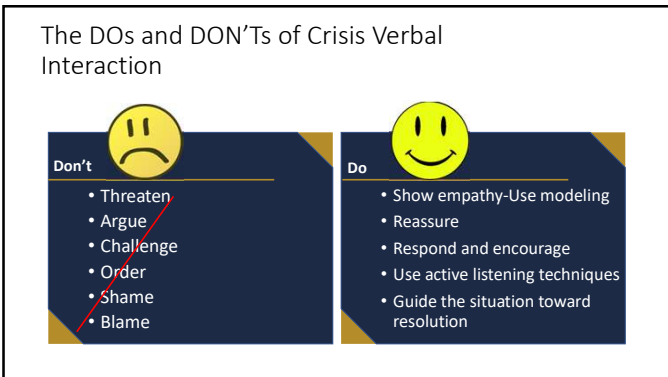
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Active Listening Includes:

- Attending
- Restatement
- Reflection
- Silence
- Minimal Encouragers
- Effective Pauses
- Summarizing
- Open-ended questions

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Example home visit

- Marge has called law enforcement over 20 times in the last week. She is sure that the government has been conducting surveillance on her, specifically through her electronic devices. Marge states that the government has also been taking her medication when she is not at home as well as stressing out her dog Ollie and her parrot. Marge works directly with a local mental health provider and the police have asked for your support regarding her wellbeing. She has not broken the law but is clearly frustrated with what she is experiencing.
- *What do you say?*

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Breakout Discussion

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De-escalation is About...

- Safety...Using Time & Skills
- Engaging...Using Strategies with Confidence

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REQUIREMENT: Skills and Confidence



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Planning is part of Effective De-escalation

Planning requires: Safety, Skills and Strategies with Confidence

- Never too early to develop a plan
- Never a bad idea to assess or re-assess a plan
- Never too late to adjust and/or change a plan
- We frequently talk about developing both pre and post crisis plans

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DE-ESCALATION: The Basics

Communicating during crisis events require -- 'STRATEGIES'

A course of action (strategies) always supports safety

- Safety Awareness
 - Information and Surroundings
 - Positioning / Repositioning and Personal Space
 - Visual and other Sensory Distractions
 - No Shouting / Control (stop) Shouting



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Review: De-escalation is 'MORE' than just Talking

- Psychosis may be frightening
- Mindful of delusions / hallucinations
- Engagement: communicate efforts to slow things down
- Set limits and seek cooperation
- Continue to repeat information gathered
- Continue expressing safety
- Use active listening skills
- Build rapport first then move to problem solving: connect then direct

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**Verbal De-escalation:
Sending and Receiving is Critical**

Sending...
Why can't people understand I need HELP?



Receiving...
What does she mean HASHTAG HEL???

AFTER RUNNING OUT OF ROUES, 16-YEAR-OLD BRITANNY FORMULATED SHE MAY NEVER GET HELP.

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Hooks and Triggers

- A method to use when gathering information during a crisis
- Hooks – are things you find to build rapport
- Triggers – things you learn from the person that may escalate their behaviors
- Active Listening will help identify Hooks and Triggers to de-escalate a crisis



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Toolbox

Verbal De-escalation strategies are like tools in a toolbox:
 One 'strategy' Does NOT Make a Toolbox



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The Engagement of Verbal Skills and De-escalation Strategies

Skills

- Voice Tone
- Body Language
- Seeing Emotions
- Listening
- Repeating
- Paraphrasing
- Summary

Strategies

- Safety Distance
- Slow Things Down
- Minimize Distractions
- Redirecting
- Offer Choices
- Attention to Psychosis
- Fear Issues

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Caution: Some Escalating Factors

1. 'Hearing Voices'/Paranoia (Fear)
2. Officer Command Presence, Voice Tone and/or Volume
3. Rapid speech and/or movements
4. Confusing and/or Conflicting Directions
5. Body 'Language' **NOT** Congruent with 'Words'
6. Missing "Relevant" Question(s)

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Tips for Effective Facilitation



- Observe & Listen
- Share observations
- Develop rapport
- Gather additional information, if needed
- Work together to resolve

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Plan for Solution(s)

➤ Don't Forget: Planning is **Strategy**

- Safety First
- Promote Available Options
- Choices: Offer reasonable choices
- **Working through a crisis takes time and patience**
- If possible: Explain what will happen before acting / engaging
- Recovery: Continue to build the relationship
- Specific attention to everyone's concerns about safety



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Using De-escalation Skills



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Questions or comments

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- 1645 N Street Lincoln Ne
- (402) 560-3693

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Sources

- [Empathy the Human Connection](#)
- [Empathy vs Sympathy](#)
- [Using De-escalation Skills in a Health Care Setting](#)
- [Verbal De-escalation](#)
- [Behavioral Change Stairway](#)
- [Active Listening](#)
- [Effective Communication](#)

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