

Scenario-Based Skills Training – De-escalation Strategies

Law Enforcement and Community:
Crisis Intervention Team Training

De-escalation is About...



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

DE-ESCALATION: Things to Remember

- Continue using Communication Skills
 - Active Listening
 - Words, tone and body language
 - Empathy
- Build Rapport first then move to problem solving:
Connect then Direct
- Continue expressing safety



Planning is part of Effective De-escalation



Planning: 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

REQUIREMENT: Skills and Confidence



DE-ESCALATION: Safety Basics

Responding during crisis events require -- '**STRATEGIES**'

A course of action (strategies) always supports safety

- Safety Awareness Review:
 - Information and Surroundings
 - Positioning / Repositioning and Personal Space
 - Visual and other Sensory Distractions
 - **Additional Attention ...**
 - No** Shouting / Control (**stop**) Shouting



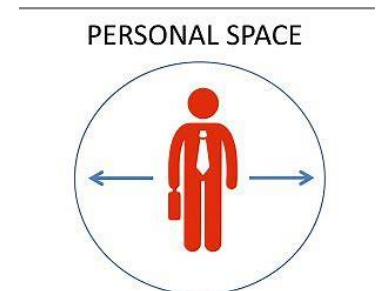
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10 De-escalation Strategies

1. Gather information – helps understanding
2. Repeating/Repetition
3. If Communications breakdown / “handoff”
4. Awareness and Addressing the levels of Fear Issues
 1. Person in crisis
 2. On-scene Officers
 3. Others present
5. Attention to ‘personal space’ (safety)



10 De-escalation Strategies (continued)

6. SLOW EVERYTHING down (how?)

7. Two people talking does NOT (\neq) equal one person listening

8. Set Limits & Seek Cooperation

9. Provide choices

10. Test Compliance / Comprehension / Understanding

(a) Do you remember my name?

(b) Please look at me (OR) Please sit here



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



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



crisis strategies are “tools”

Engagement(s):

Are various performances of Skills and 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

PUTTING IT ALL TOGETHER

“The Coach”

(CIT Leader is Critical)



Verbal De-escalation

"The 4 Plays"

1. Introduce / Greeting
2. Ask for the Person's Name
- 3. Expressing to the person what you are seeing.**
4. Summary - Be an "active listener"



Play Number 1 and 2

Verbal Crisis Plan: Things Your Mother Taught You



Start: A Greeting or Introduction

- Be respectful and polite
- Keep the "greeting or introduction simple"

- (1) Introduce yourself / Greeting - (your style)
Hi. My name is Sam or Officer / Deputy Cochran
- (2) Can you tell me your name?

Play Number 3: 'I can see you' --- (seeing emotions)



Express to the person what you are 'seeing'

Note: The "I" word helps to express personal interest and concern.

- I can see you're angry.
- I can hear from your words that you're upset.
- I can see you're very angry.
- You seem to be upset.
- You appear to be confused – I would be too under these circumstances.

Play Number 4 -- Summarizing



Person: “Everyone is always bothering me – the devils take my money, I can’t get my case manager to do anything, I am getting kicked out of my apartment, the FBI is the cause of my phone problems, I don’t like taking my meds they make me sick. Nobody cares - it makes me angry! ”

■ **Officer / Deputy**

- **(The engagement)** -- “Okay, let me see if I understand you.”
- **(The summary)** – “You’ve told me that people are bothering you and that your case manager is not helping you. That your meds are hurting you because they make you feel sick. Did I understand you correctly?”

Caution: Some Escalating Factors



1. 'Hearing Voices'/Paranoia (Fear)
2. LE 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)

Tips for Effective Facilitation



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

Verbal De-escalation

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