

Verbal De-Escalation

Your behavior during periods of crisis is extremely critical. It requires you to accurately and quickly recognize the potentially threatening body language of others. Verbal de-escalation is what you use during a potentially dangerous, or threatening situation in an attempt to prevent a person from causing harm to you, themselves or others. Simultaneously, it is imperative that you maintain verbal composure, employ personal body language that is self-protective yet not threatening to others, and apply a strategy that employs verbal calming and tactful reassurance.

Focus:

This course is designed to effectively train participants in verbal de-escalation techniques that include situational awareness, body language, and verbal signs of a potential workplace crisis. Your facilitator is a subject matter expert level delivering training in that is needed to diffuse a highly agitated person, and techniques that minimize your exposure to workplace violence or verbal crisis events.

Length: 7.5 Hours

Performance Objectives

By the end of the course you will be able to:

- Identify the fundamental components of active listening techniques that make other people feel heard and valued.
- Apply practical techniques by improving & engaging in proactive calming strategies.
- Read and understand cues in body language to predict direction of a conversation.
- Defuse crisis communication situations utilizing body language and verbal calming techniques.

Course Modules:

9 Step Tactical Rhetoric Model

This model, developed by a subject matter expert/instructor, informs the trainees of the following things:

- the importance of a proper and professional appearance,
- initial introduction,
- introduction of nature/reason for the conversation,
- inquiry as to participant's knowledge of issue,
- validation of the participant's emotions,
- techniques to identify options to problem solve and remedy the situation,
- switching conversation from "I"/"YOU" to "WE" and "US",
- assisting the participant to select an appropriate option/solution.

The 3-Step De-Escalation Model

- Validation of the Other Person's Emotions
- Identifying Options
- Making Choices: Assisting the Other Person to Make a Choice

Course Topics & Skills:

- **Active listening to react with calmness:** Active listening is the process of listening attentively while someone else speaks, paraphrasing and reflecting back what is said, without judgement and advice. The purpose is to make the other person feel heard and valued.
- **Engage in proactive pre-interview calming strategies** - Proactive pre-interview calming strategies are necessary in order to reach a point where progress toward identifying a remedy or solution to the source of anger can be achieved
- **Read and understand cues in body language to predict direction of a conversation** - Practicing situational awareness and the ability to read a person's body language is essential in directing a difficult conversation toward a satisfactory, safe conclusion.
- **Learn about emotional control** - Emotional control or emotional self-regulation is the ability to first be aware of our own emotions and to then be able to manage the emotions we may be experiencing especially in stressful situations.
- **Defuse crisis communication situations utilizing body language and verbal calming techniques** - Utilizing non-threatening body language and specific verbal calming techniques are two essential components to the successful de-escalation of angry people in high stress situations.
- **Evaluate Situational Awareness** - Situational Awareness is the ability to scan the environment and sense danger, challenges and opportunities, while maintaining the ability to conduct normal activities.
- **Verbal Self- Management Tools** - Verbal self-management tools are techniques and strategies an individual can use to achieve a calm approach when in high stress situations.
- **Turn threatening situations into a safe and controlled one** - This is a person's ability to determine if a confrontation with an angry individual or group can be salvaged using the skills of de-escalation, or if it shows signs of being unsafe or unstable and other precautions need to be taken.

Additional reinforcement training tools used with De-Escalation Training:

- **Job Aides** - Creative yet practical job aides (posters, laminated cards, etc.) will be created and distributed to trainees to keep close at hand to remind them of critical techniques and procedures.
- **In-Box Activities** - We provide a series of activities that can be emailed to employees. Each activity will focus on a specific topic and might include:
 - A written summary of key points.
 - A short video clip illustrating key point(s).
 - A scenario and corresponding activity(s).

Manager's Play Book – this is a workbook designed specifically for managers to use during meetings with staff. It contains a series of short vignettes organized by topic that managers can use during meetings/trainings to reinforce topics. It includes activities to reinforce critical concepts and skills.