

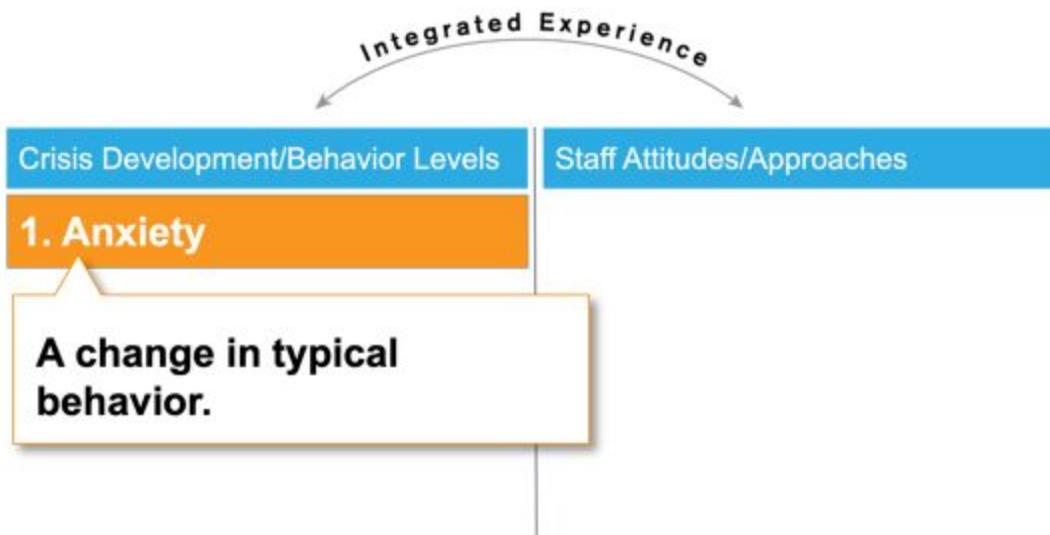
De-Escalation Strategies

Lauren O'Neill, M.S. Ed, BCBA

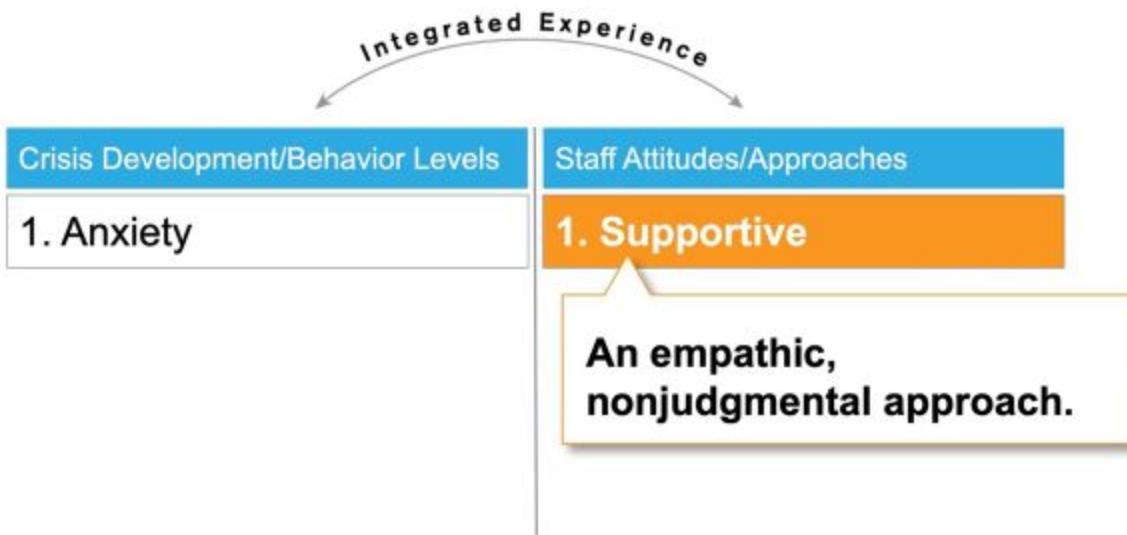
The CPI Crisis Development ModelSM



The CPI Crisis Development ModelSM



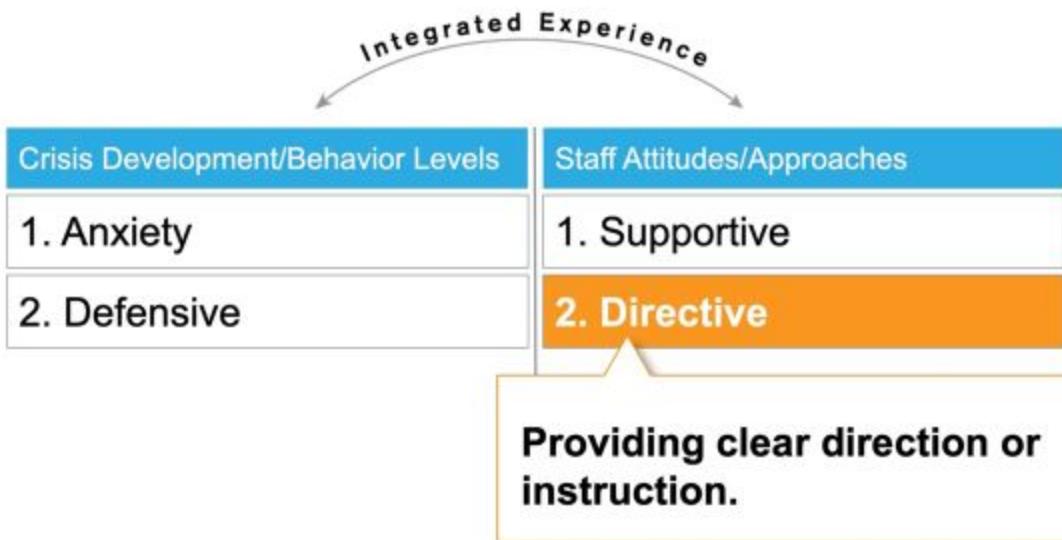
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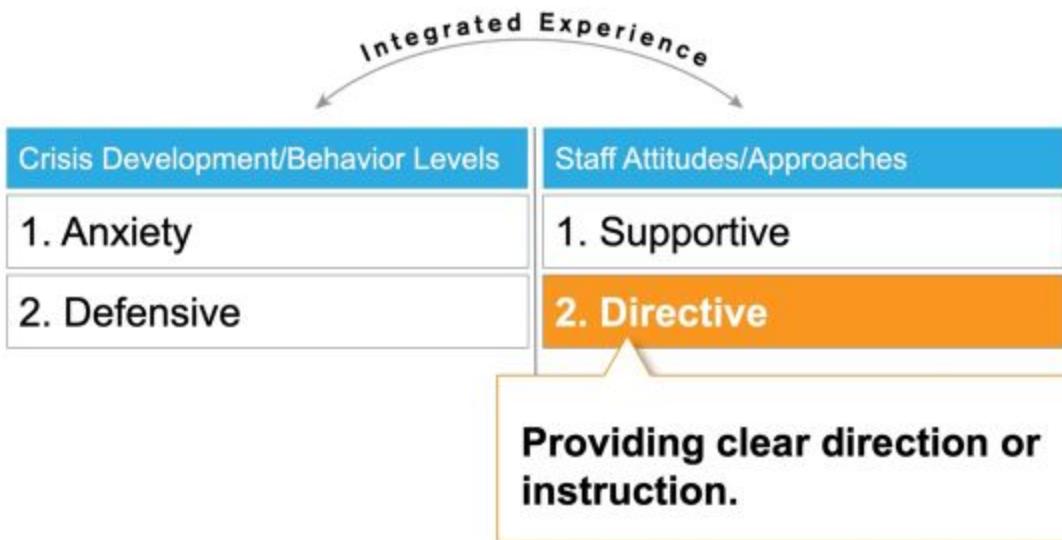
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Decrease in physical and emotional energy.

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INTEGRATED EXPERIENCE

Behavior influences behavior.

Defensive Behaviors and the *Verbal Escalation Continuum*SM

The CPI Crisis Development ModelTM



Verbal Escalation ContinuumTM



The *Verbal Escalation Continuum*SM



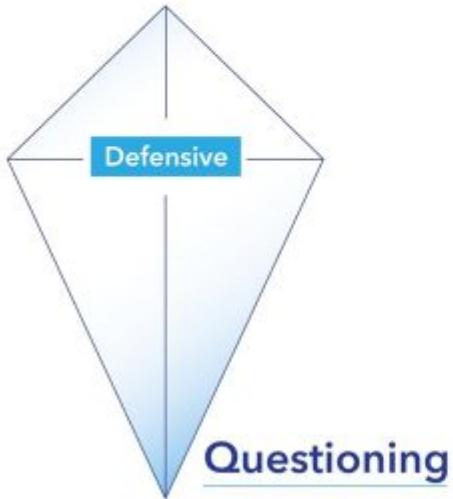
Questioning **INFORMATION-SEEKING**

A rational question seeking a rational response.

STAFF INTERVENTION

Give a rational response.

The *Verbal Escalation Continuum*SM



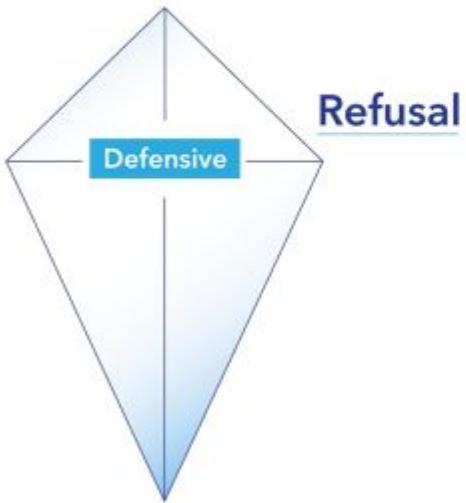
Questioning **CHALLENGING**

Questioning authority;
attempting to draw a staff into a
power struggle.

STAFF INTERVENTION

Downplay the challenge. Stick
to the topic.

The *Verbal Escalation Continuum*SM



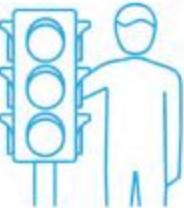
Refusal

Unwillingness to cooperate or follow instructions.

STAFF INTERVENTION

Limit setting.

LIMIT Setting



Respectful

Phrase limits in a positive way using effective nonverbal, verbal, and paraverbal skills.



Simple

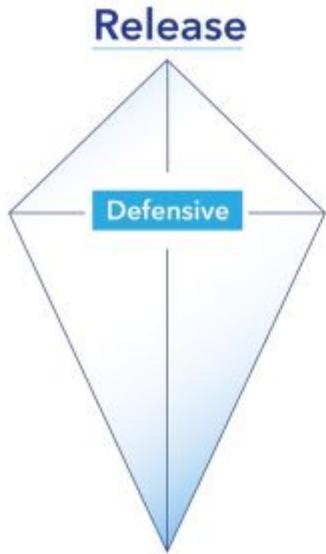
Limit the number of words you use.



Reasonable

Connect the expectation to the person's circumstances and level of ability.

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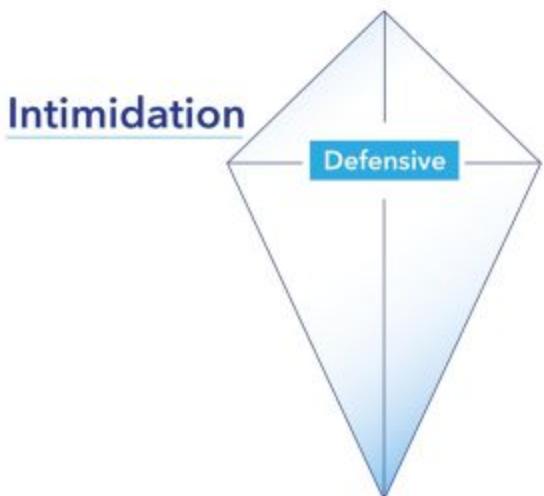
Release

Verbal and emotional outburst;
screaming, swearing,
high-energy output.

STAFF INTERVENTION

Allow venting.

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Intimidation

The individual is verbally and/or nonverbally threatening staff in some manner.

STAFF INTERVENTION

Take all threats seriously. Seek assistance.

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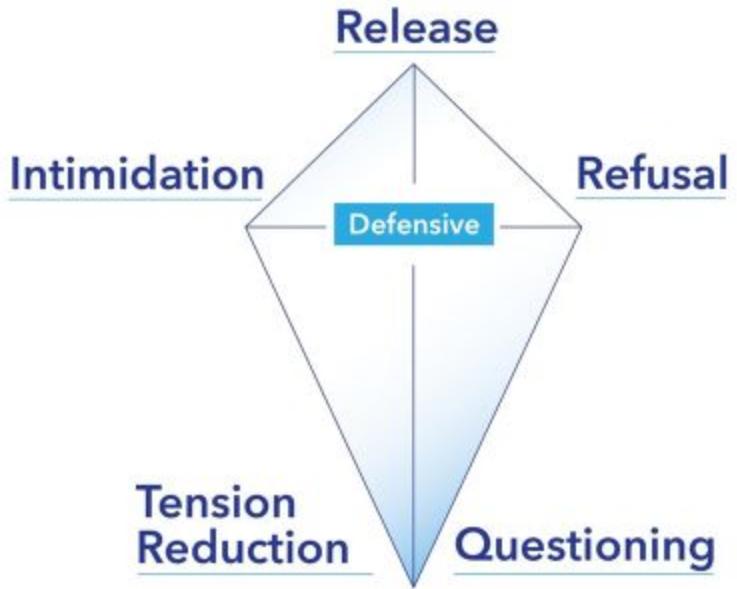
Tension Reduction

Decrease in physical and emotional energy.

STAFF INTERVENTION

Establish Therapeutic Rapport.

The *Verbal Escalation Continuum*SM



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Citations

- *Crisis prevention institute (CPI)*. Crisis Prevention Institute. (2023). Retrieved May 2, 2023, from <https://www.crisisprevention.com/Platform/Dashboard/Training-Center/Instructor-Guides-and-Presentations/NCI-2nd-Foundation>