

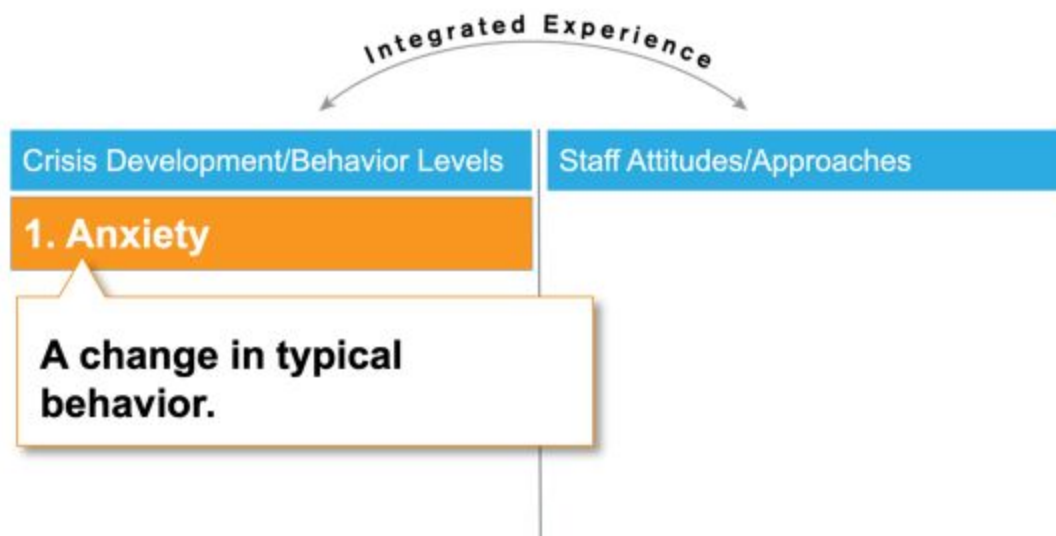
De-Escalation Strategies

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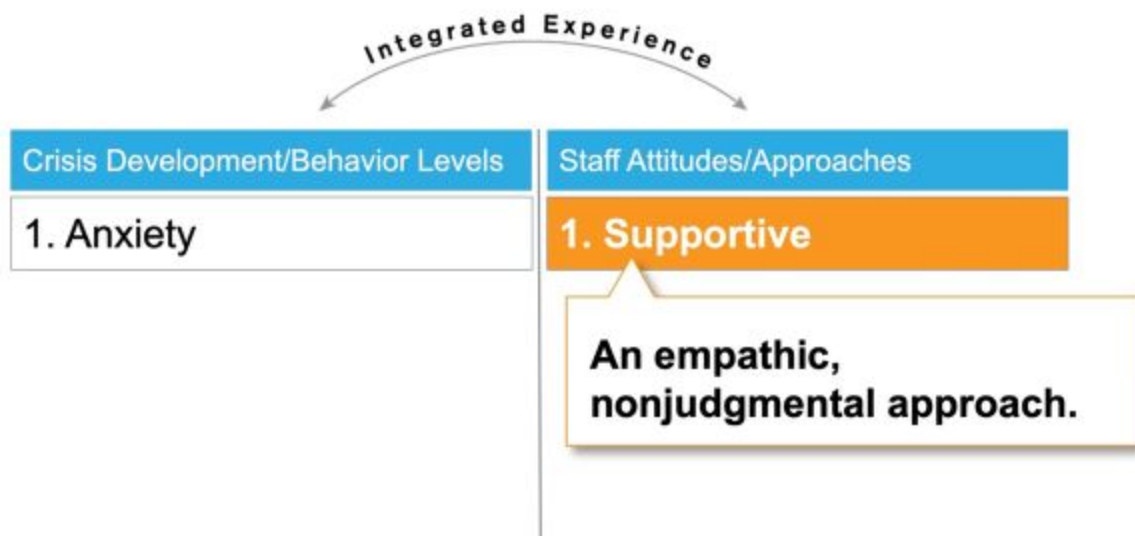
The CPI *Crisis Development Model*SM



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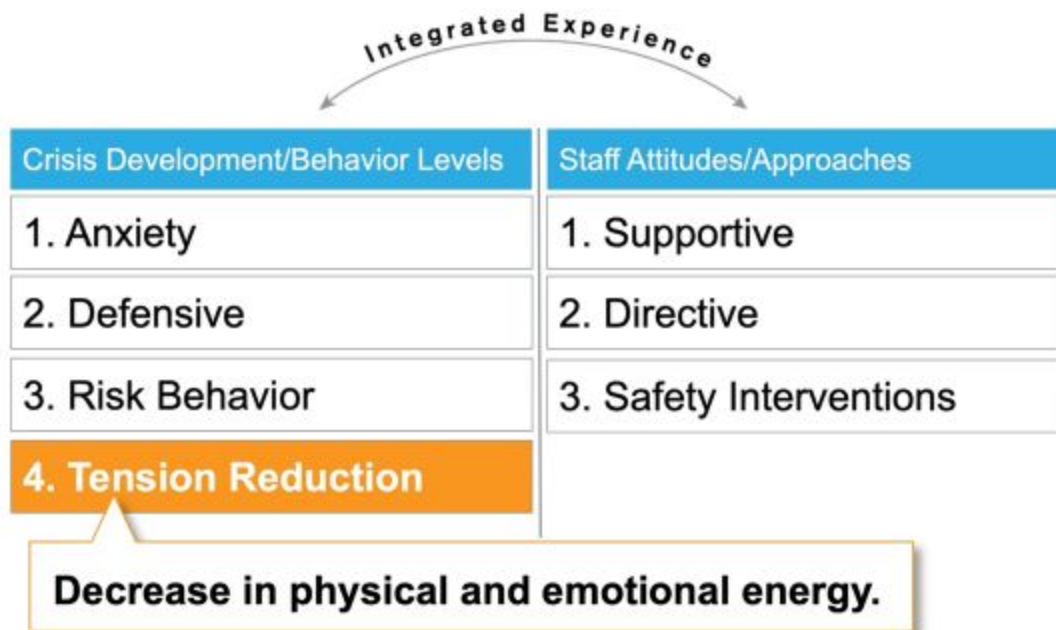
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Re-establish the relationship.

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INTEGRATED EXPERIENCE

Behavior influences behavior.

Defensive Behaviors and the *Verbal Escalation Continuum*SM

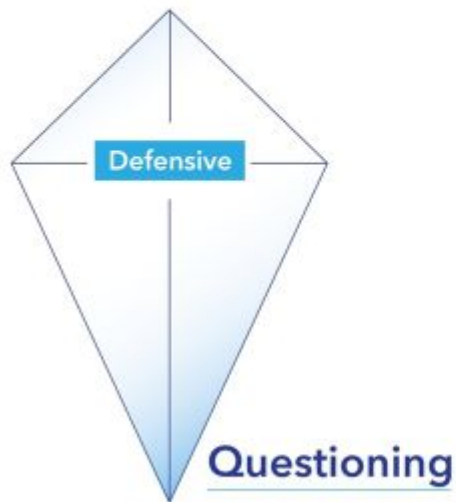
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*Verbal Escalation Continuum*SM



The Verbal Escalation ContinuumSM



Questioning

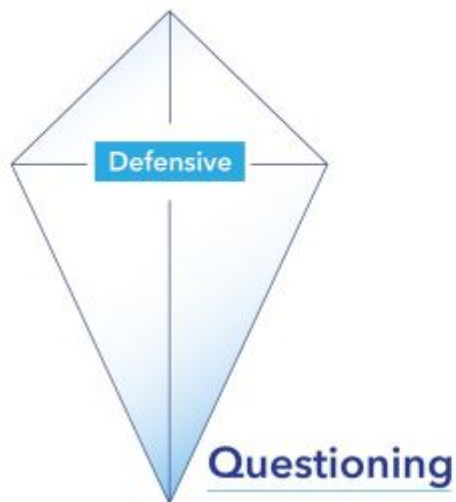
INFORMATION-SEEKING

A rational question seeking a rational response.

STAFF INTERVENTION

Give a rational response.

The Verbal Escalation ContinuumSM



Questioning

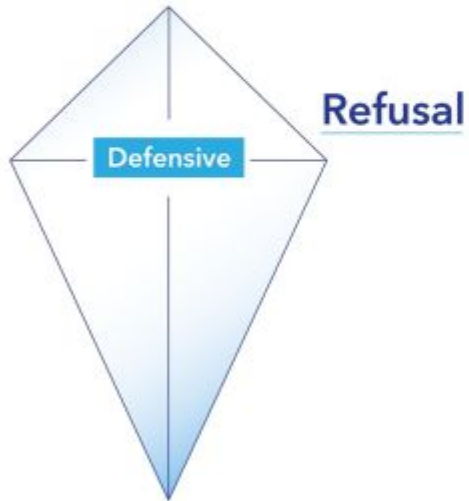
CHALLENGING

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

STAFF INTERVENTION

Downplay the challenge. Stick
to the topic.

The Verbal Escalation ContinuumSM



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.

The Verbal Escalation ContinuumSM



Release

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

STAFF INTERVENTION

Allow venting.

The Verbal Escalation ContinuumSM

Intimidation



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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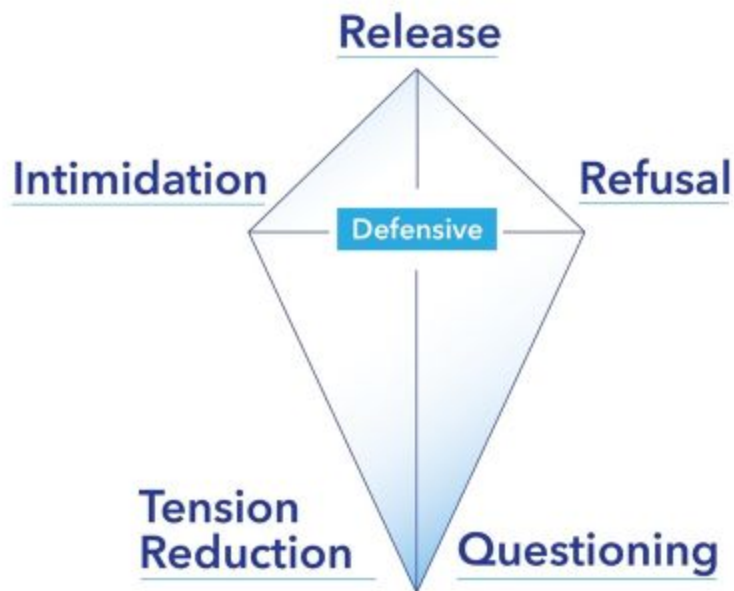
Tension Reduction

Decrease in physical and emotional energy.

STAFF INTERVENTION

Establish Therapeutic Rapport.

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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>