



*Meeting the Needs of Your Clients:
Building Competencies in Mental Health and Addiction Services*

A Guide to Crisis Prevention and De-Escalation

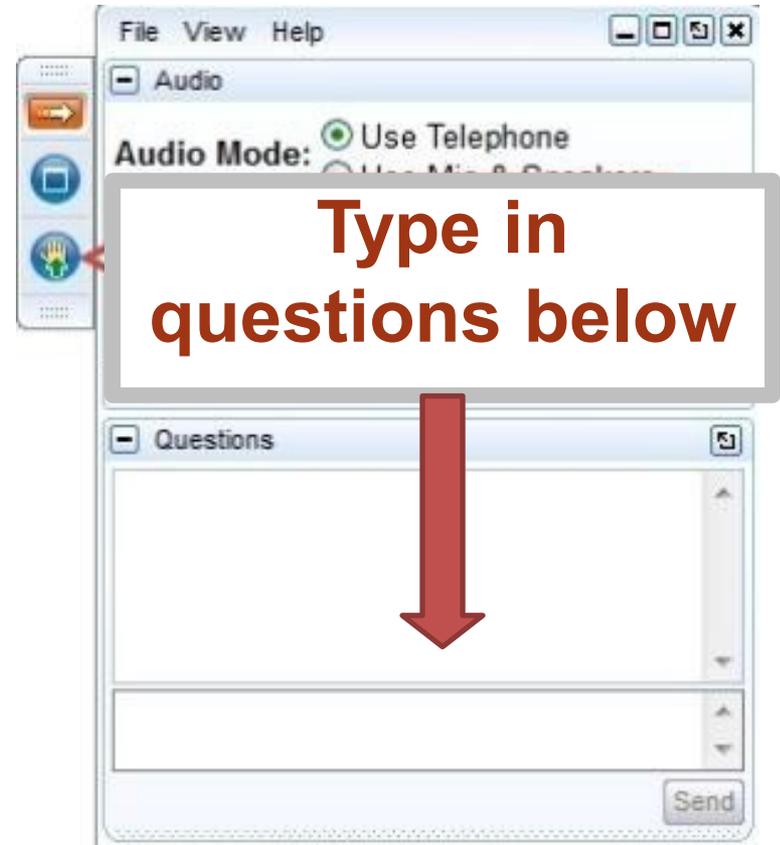
December 10, 2018

In partnership with:



House Keeping

- Because this is a webinar, attendees are muted
- Please type any questions you have into the Questions Box
- We are recording this webinar and will send out the link to everyone who registered at a later date.



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De-Escalation



What Triggers Agitation and Anger

Losing power

Losing status

Losing respect

Being insulted

Not having things turn out the way you expected

Experiencing physical pain

Experiencing emotional pain

Being threatened with physical or emotional pain

Having an important or pleasurable activity interrupted postponed or stopped

Not obtaining something you want

Interpretation that Activate Agitation and Anger

Expecting pain

Feeling that you have been treated unfairly and unjust

Believing that things should be different

Rigidly thinking “I am right”

What Doesn't Help

Raised Voice

Trying to Intimidate

Arguing or trying to persuade

Aggressive Language (including body language)

Threats

Power Struggles

Telling the person that you “know how she/he feels”

What Doesn't Help

Command Language

“You should”

“You need to”

“You better”

“You ought to”

“Calm Down”

“You better not..”

What Doesn't Help



Judging

Advice

Minimizing

Sympathy

Criticizing

Lecturing

What Doesn't Help

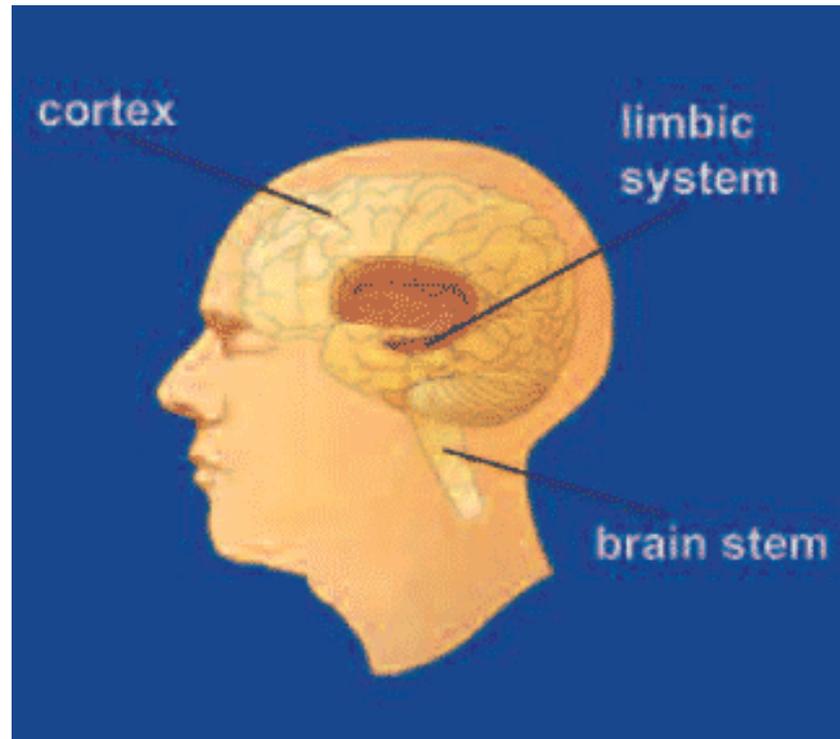
Need to be right

Need to be in control

Personalizing



Cortex- solve problems, make decisions, make discoveries, be creative, respond to options



Limbic- fight-flight

Your Goal is to Reduce High Arousal



What Helps



Disciplined Use of Self

Not about being right, about being effective

What Does Help

Appear calm, centered, and self-assured even if you don't feel it.

Your anxiety can make the client feel anxious and unsafe which can escalate aggression.

Maintain limited eye contact.

Loss of eye contact may be interpreted as an expression of fear, lack of interest or regard, or rejection.

Excessive eye contact may be interpreted as a threat or challenge.

Keep Gestures to a minimum.

Avoid Danger Zone



Stay at least one arm length away
outside of person's reach
Within Safety Zone, but still close
enough to communicate effectively.
Stand at 45 Degree Angle

Use a modulated, low monotonous tone of voice (our normal tendency is to have a high-pitched, tight voice when scared).

Do not get loud or try to yell over a screaming person.

Wait until he/she takes a breath, then talk.

Speak calmly at an average volume.

Do not be defensive even if comments or insults are directed at you.

Do not defend yourself or anyone else from insults, curses, or misconceptions.

Do not try to argue or convince

The agitated individual is very sensitive to feeling shamed and disrespected.

We want him/her to know that it is not necessary to show us that they should be respected.

We automatically treat them and all clients with dignity and respect.

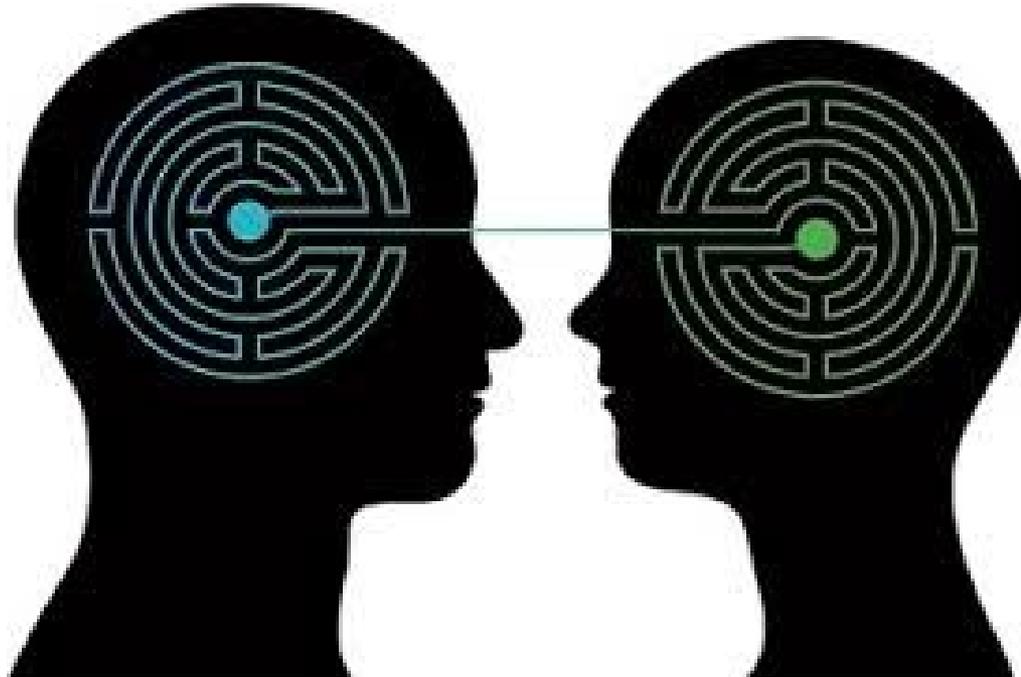
Respond Selectively

Answer only informational questions no matter how rudely asked, (e.g. “Why do I fill out these g-d forms”?) This is a real information-seeking question.

Do not answer abusive questions (e.g. “Why are all counselors’ a__holes”?).

EMPATHY

The **Skill** of Empathy: Reflective Listening



Name Feelings



Reflective Listening

Reflect back what the person said, identifying the feeling they are expressing

- “Sounds like you were really **hurt** when Marsha put you down, that really made you angry”
- “It must have been **frustrating** to try to get your psychiatrist to understand what you are going through and not be given enough time”
- When people talk down to you it really **pisses you off**”
- What happened today must have been **humiliating**, I get why your so **revved up**.

Sounds like you feel (insert feeling), when (insert situation that resulted in feeling)

“Sounds like you feel angry, when you get ignored by Bill.”

When (insert situation), you felt (insert feeling)

“When you thought everything was all set and then they tell you you have to wait, it got you really agitated”

Command Language

You should...

You ought...

You need to...



Offering Options

“I believe...”

“Often...”

“Consider...”

“I wonder...”



Using Validation to “turn down the dial” on high arousal



There is no reason to get upset.

But it doesn't make any sense to feel that way.

You are a cry baby.

You have a problem.

You are too sensitive.

You are too thin-skinned.

You are over-reacting

You shouldn't worry so much.

You shouldn't let it bother you.

You should just forget about it.

You should be ashamed of yourself.

This is getting really old.

This is getting really pathetic.

I am sick of hearing about it.

Get over it!

I'll give you something to really cry about!

Consequences of Invalidation

- 1. Confusion about self: learns not to trust self and relies on social environment for the correct response.*
- 2. Problems regulating emotions: Ignores or withholds emotions or is extremely emotional.*
- 3. Oversimplification: Highly sensitive to failure, perfectionism, and forms unrealistic goals.*
- 4. Responses to and view of the world are not accurate.*
- 5. Look to others to tell you how to do things.*

I can't take it anymore, my life is just too much to deal with!

Would you just chill out, your making a big deal out of nothing!



Validating Mary Hearing Voices



TX: How you doing?

M: Bad, I'm really struggling when I am with people, the voices are really getting so bad that other people are beginning to notice

Tx: Well maybe it's time to talk to your psychiatrist about adjusting the medications.

M: I can't take the side effects.

Tx: Maybe there is a better way to manage the side effects

M: I told him about the side effects and he didn't do anything.

Tx: What exactly did you say to him?

M: You don't get it do you. You've never taken Zyprexa. I can't think, I feel like a zombie. I'll never get better if they don't get out of my head! You are so worthless, you should be fired. I won't take this from you anymore!

Validating Mary Hearing Voices



TX:How you doing

M: Bad, I'm really struggling when I am in groups of people and the voices are really getting so bad that other people are beginning to notice.

Tx: Oh no. That's so discouraging, I know how much your really trying to get along with folks and make friends. You must be really worried about not being able to hang out, because hearing those voices has made it difficult for you before.

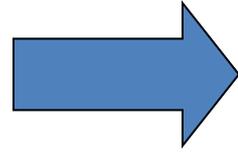
Maybe its time to talk with the psychiatrist about adjusting the medications.

M: Meds don't help, it's just so stupid to waste my time and his with meds.

Tx: I know, listen, your having side effects and its gotten you really turned off to the medications. It must be overwhelming and hard to figure out next steps...

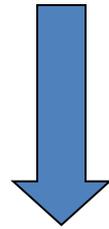
Criticism

Command
Language



Arousal

Invalidation



Shutting Down or Blowing Up



Failure to Process
Information

Validation

How is what they are saying/doing valid?

Is it valid in terms of their history?

Is it valid in terms of their current situation?

Does it attempt to solve an immediate problem?

What Validation is Not

Not praise

Not reassurance

Not always positive



History

“You have hinted at the abuse you suffered as a kid, I can understand why maybe using (drugs) may have been a way to deal with all that stuff.”

Current Situation

“Everybody expects a lot from you, after always being free to do whatever you want, it has to be really tough, and must make you pretty angry when all these staff are telling you what to do all the time.”

Immediate Problem

“I know that you perceive your neighbor June as trying to bully you, so I get why you think beating her up may finally get her out of your hair.”

Validating James

That punk ain't going to be disrespecting me like that, I will kick his butt!



Feedback by Way of Validation Sandwich





James, I know that you had to put up with lot's of disrespect your whole life, getting very little support, when you deal with rude people it really gets you pissed! Reminds you of all the stuff you had to put up with! I get why you are so angry”

But threatening someone with violence is not the way to deal with things, you really can't do that, it won't fly around here. I hate to see you get in trouble.

You were reacting to an unfair accusation, I know, and I know this is a hard time for you.

Difficult People



Find times when they are not difficult and “punctuate their strengths”

You seemed to be really into that show, what did you like about it?

I noticed you had bunch of people laughing, you have a pretty cool sense of humor.

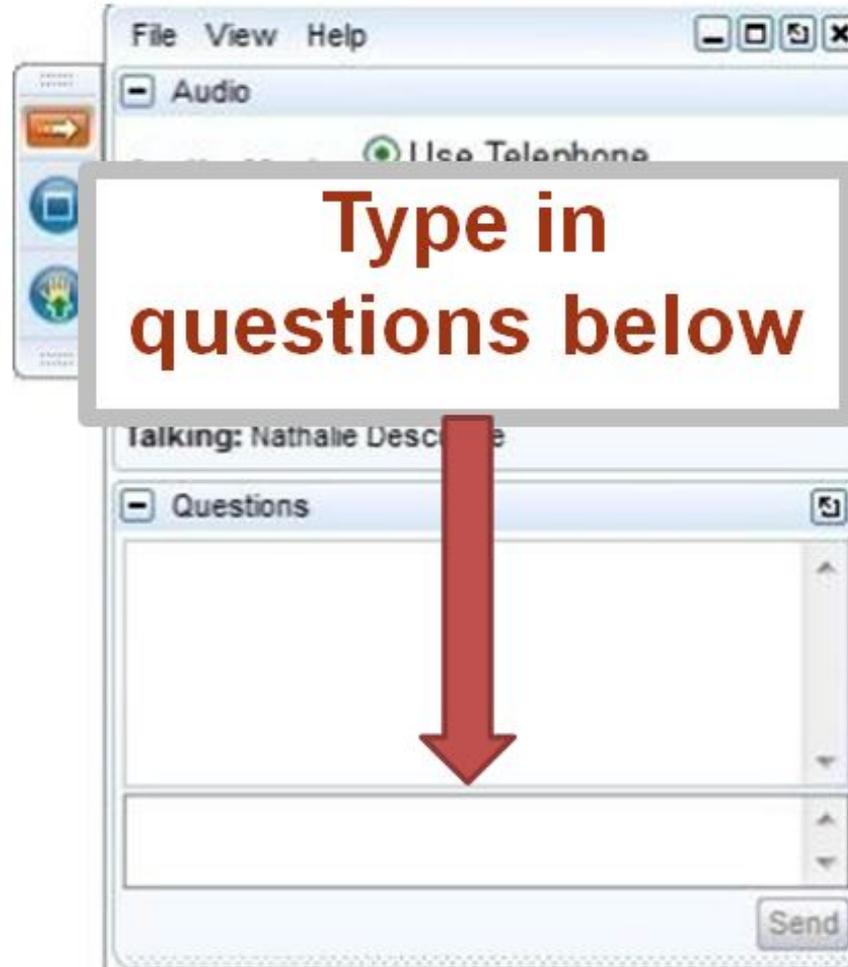
You were really nice to James, I see a really caring side to you.

Gwen, you know everything there is about the Red Sox, it is amazing.

Trust your instincts. If you assess or feel that de-escalation is not working,
STOP! Get help.

It's important to remember your responsibility to the safety of others in the area, and also to keep yourself safe. **RETREAT!**

Questions?



For additional questions, contact

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Resource

[Crisis Services Resource Page](#)

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Upcoming Webinars

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|--------------------|--|
| January 14 | <u>Inspiring Internal Motivation: A Short Guide to Motivational Interviewing</u> |
| February 11 | <u>Adopting a Cultural Humility Approach</u> |
| March 11 | <u>Addressing Reproductive Health in Women Experiencing Homelessness</u> |
| April 8 | <u>Addressing the Needs of Older Populations Facing Homelessness</u> |

Contact training@cceh.org for more information