De-Escalation Strategies & Skills Building

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Wednesday August 24, 2016  
10:30am and 1:30pm
De-Escalation Strategies & Skills Building
Part I
Introductions
Trainer Introductions

- Sarah Berkemeier, Home Forward, Portland, OR
- Sara Johnson, Portland Police Bureau, WomenStrength
- Partnership and development of training
Training Introductions

- Participant Introductions (pair share)
- Emotional Validation
- Breathing
ENERGIZER!

“Before we start, shall we go round the table, and each share our name and a horrible dark secret from our past.”

De-Escalation Strategies and Skills Building
• Communication with co-workers

• Who we serve
Intuition/Instinct

• What is It?
• What is your body’s response?
• Risks to trusting it
• Example
• Why trusting it is so important

De-Escalation Strategies and Skills Building
Assertiveness

- Passive
- Aggressive
- Assertive

Which is the safest way to respond?
Training Set Up

- Internal Assertiveness
- Physical Assertiveness
- Verbal Assertiveness
Internal Assertiveness

- What is it?
- Internal Strategy
- Environmental Safety
Physical Assertiveness

De-Escalation Strategies and Skills Building
Physical Assertiveness

- Body Language
- Hand gestures, minimize
- Calm, relaxed posture
- Eye contact
- Physical distance
Physical Assertiveness

- Pair up & line up across from your partner (giving about 6-8 ft of distance between you)
- One partner walks towards other using positive or negative body language
- Partner will observe and notice what is used
- Switch roles
- Debrief
Verbal Assertiveness

- Boundary Setting
- Many forms of verbal assertiveness
- The following model is a great tool for lower level boundary setting situations
Verbal Assertiveness

- 3-Step Model of Assertiveness
  - Name It (the behavior)
  - Frame It (set the boundary)
  - Change It (enforce the boundary)
Verbal Assertiveness

- Pair up with someone you have not worked with & do not know
- Choose your own scenario (low level) or the described scenario
- Be realistic! When you are in the role of “boundary pusher” really make your partner work
- Switch roles
- De-brief
Verbal Assertiveness

• Review
  - Emotional validation, intuition, assertiveness (internal, physical and verbal)

• Defining De-Escalation

• Verbal de-escalation tips (see handout)

• Tips for people who are altered
Verbal Assertiveness

- Pair up with someone you have not worked with
- Using the scenario provided, focus on using three (3) positive voice skills to de-escalate the situation
- Practice staying calm!
- Put yourself in the given role—be realistic!
- Allow the scenario to play out some
- Switch roles
- Give feedback to each other
- Debrief
Escape Options & Combining Skills
Escape Options

• Moving Away
• Verbal Defense
• Waiting
• Unexpected Behavior
Review

• Assertive voice
• Internal strategies
• Body language skills
• Verbal skills
• Escape Options

De-Escalation Strategies and Skills Building
Combining Skills

• Groups of 3-4 people
• Choose a scenario from options
• Take turns being the service coordinator (or other provider), participant and observer
• Try to use a variety of skills used today
  – Internal, verbal and physical assertiveness, escape options
• Do three (3) scenarios, switching roles
• Observers job is to observe!
• Give feedback at the end of each scenario
• Debrief

De-Escalation Strategies and Skills Building
SCENARIOS

• An evicted resident shows up in the lobby to pick up belongings, however this wasn’t the arranged time and there is not staff at the moment to walk the resident to where her belongings are being stored. The resident begins to yell in the lobby that she is going to call the police.

• A guest of a resident has been excluded from the property but now refuses to leave. She is pacing around the lobby, stating that her friend (resident) has her cell phone. She won’t leave.

• The maintenance crew has just picked up a television and other items from an abandoned unit. You’re outside speaking to the maintenance person about the items. A resident shows up and claims the TV is theirs and wants it back. This person becomes hostile and aggressive and claims staff is “stealing their property.”

• During a community event two residents are in a verbal altercation about someone stealing someone’s boyfriend. It is not physical, but feels like it could get that way. Other residents are standing around, starting to pick sides.

• A participant comes into the office to update their income status and finds out their case coordinator is not available. They get angry because today is the deadline and they start yelling at you.
Review

- Fishbowl Roleplay
Wrap Up

De-Escalation Strategies and Skills Building
Wrap Up

Group De-Brief

- Debrief, review situation with self, then ask team
- Write down the events which happened
- Consider justifiable reason for the person who was escalated: medical condition?
- Ask others for feedback and evaluate own bias
- What de-escalation skills did you use?
- What are skills that you wish you remembered?
- What self-care will you use? Include both:
  - Internal: talking to team, friends, counselor
  - External: Exercise, hot bath, journaling
Wrap Up

• Q&A

• Closing
THANK YOU!

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