

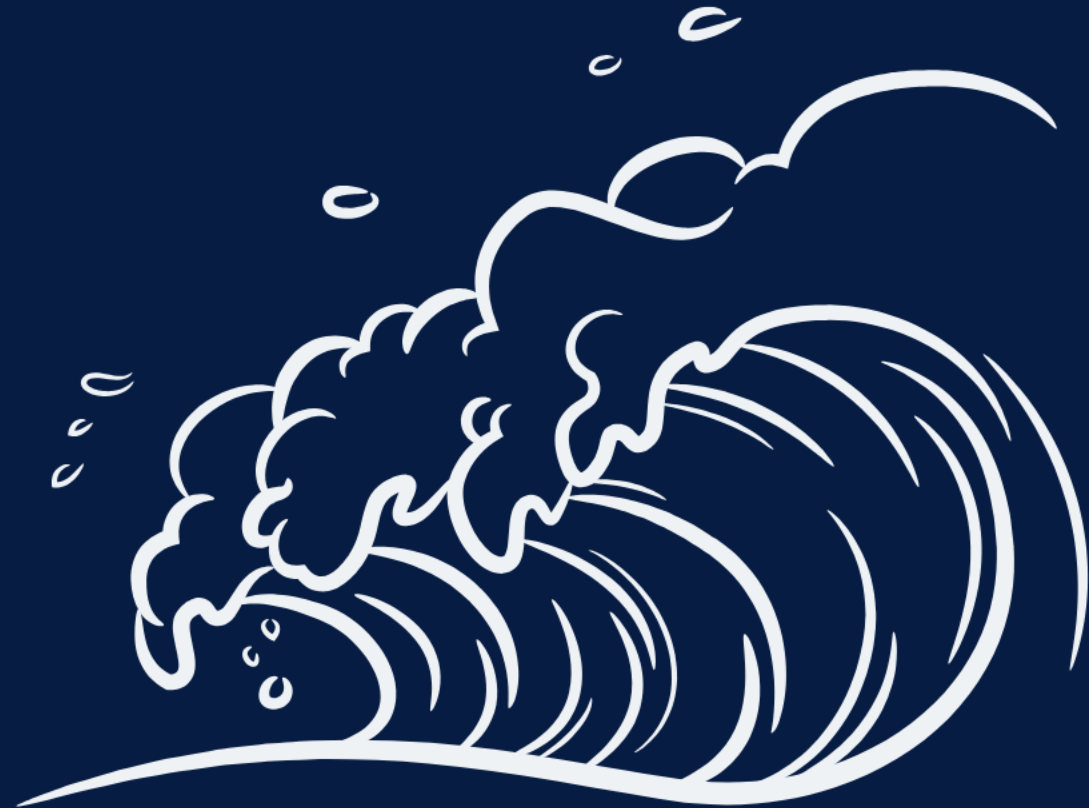


Calming the Storm

Strategies to de-escalate high-emotion moments

Sample Content

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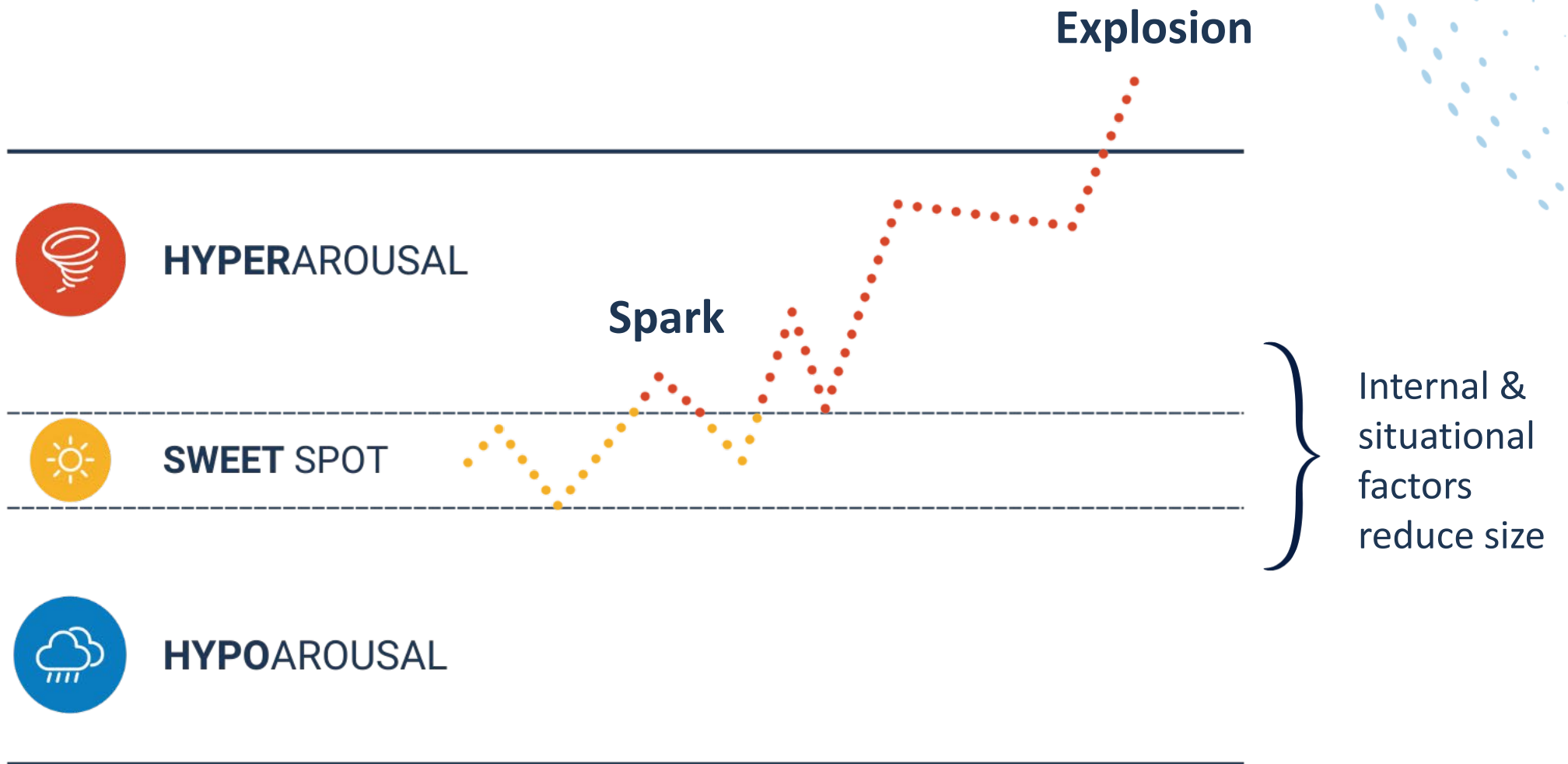


Our Goals for Today...

- Understand the psychological & behavioural aspects of emotional escalation.
- Identify common challenges of verbal de-escalation and learn strategies to overcome them.
- Learn four practical steps to de-escalate intense situations.

What words or phrases come to mind when
you describe **someone who is escalated?**

EMOTIONAL AROUSAL



Adapted from Siegel (1999), Ogden & Minton (2000)

If we understand what an escalated person is going through, **we are more likely to be of assistance.**





Manage the
Environment



Manage
Emotions



Re-engage
Thinking



Debrief
After

The Power of **Listening**

- The content is not as important as the process of being able to vent.
- **Active listening** almost always disarms anger.
- When there is a pause, relay what you think you heard the person say.



Verbal De-escalation In Your Own Work

Applying the Four Steps

Think of an example from your own work when you witnessed someone become emotionally escalated. Briefly describe that situation including what led to the escalation (the “spark”), who was involved, and what your role was. (If you are having trouble thinking of an example or are new to your workplace, describe a scenario that *might* happen in your workplace).

Regardless of the actual outcome of your example, rewind to the beginning of the situation and consider how you might apply the four steps of verbal de-escalation to this situation:



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STEP ONE: MANAGE THE ENVIRONMENT

Considering your specific work environment, what could you do to reduce stimuli? Is there somewhere else you could invite the escalated person to go? If there are spectators, how could you manage their presence so as to minimize the risk of “fueling” the escalated behaviour?