OSC|12
Ohio Safety Congress & Expo

WELL AT HOME. SAFE AT WORK.

404 Non-Violent Strategies and Crisis Interventions When Faced with Difficult People

William D. Healy and Susan M. Rance-Locke

Wednesday, March 28, 1:15 to 2:15 p.m.

Ohio | Bureau of Workers' Compensation

North Coast Polytechnic Institute

Non Violent Strategies and Crisis Interventions

PRESENTED FOR:
The BWC Ohio Safety Congress

North Coast Polytechnic Institute

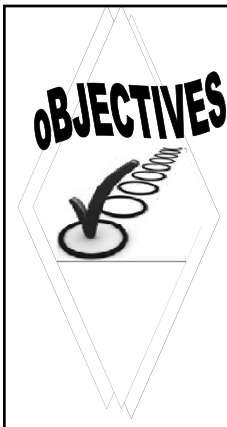
- William D. Healy, Director
- Retired Ohio State Highway Patrol Staff Lieutenant
- 6688 Steinbeck Court
  North Ridgeville, Ohio 44039
- (440) 353-0796 office
  WEB: www.ncpi-ohio.com
  e-mail: info@ncpi-ohio.com

Non-violent strategies & crisis intervention when dealing with difficult people

This two (2) day seminar is designed to teach each student effective methods to identify possible crisis situations and determine de-escalation/intervention methods. Safety in the workplace is everybody's business. Violence in the workplace is occurring at an alarming rate. The intent of this program is to provide each student with some "strategies for prevention, rather than reaction". Most people would rather be "talking" than "fighting". Developing verbal judo skills and an effective disarming dialogue may assist in the de-escalation process.

Non-violent strategies & crisis intervention when dealing with difficult people

- Should any school or training institution desire to host this two (2) day training seminar, please contact Mr. William D. Healy of the North Coast Polytechnic Institute.
- The training seminar can be conducted at your facility during times and dates that would be most beneficial for the students.



- What types of conflict do you face in today's work environment?
- This conflict can lead to a crisis situation that may lead to violence.
- This course will explore strategies you can employ that may lead to "prevention" rather than "reaction"?
- We will discuss how communication is your BEST asset when dealing with agitated people.

Emotional Intelligence

- Controlling your Emotions
- Hot Buttons
- Proactive vs. Reactive
- Taking Things Personally

7

Emotional Intelligence

(#2)

Emotions

- Adrenaline starts flowing
- Heart pumps faster & breath heavier
- Blood leaves your brain and goes to your arms & legs
- Natural response – Fight or Flight

8

Effective Communication requires:

- Building relationships with students, faculty, parents and/or staff
- Developing an atmosphere of trust

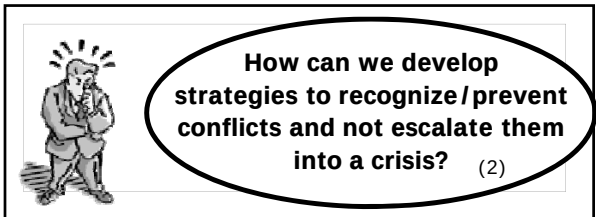
10

The Foundation of any Relationship

TRUST **COMMUNICATION**

How can we develop strategies to recognize/prevent conflicts and not escalate them into a crisis?

- Identify the types of conflict that occur in your workplace
- Develop training programs for staff that may assist in minimizing these conflicts



- Develop policies and procedures that guide and direct your staff
- Develop strategies for prevention rather than reaction with emphasis on developing "empathetic listening skills" for all staff

How we communicate

- Listening is an art of actively paying attention to a person's words, nonverbal cues, and feelings that are indirectly expressed. We listen to what he or she says, feels and expresses through gestures.

How we communicate

- We listen to what the person "means" by comparing his or her words with the feelings we get from the nonverbal language. We listen to how a word is used, how a sigh is expressed, how the voice sounds, and what the face shows.

How we communicate

- Extreme and concentrated listening requires a lot of patience and open-mindedness on the part of the listener. It is important to make the client feel that you are listening.

How we communicate

- Use good nonverbal behaviors like eye contact, nodding the head, touching the hand, etc. Restate the words of the person to let him or her know that he or she has been heard. This can help to clarify what the person has expressed.

Respond using Empathy

The goal here is to establish a rapport with the person

I can understand that you…

- feel that way
- think that
- are concerned about that
- are upset
- I hear what you're saying
- I see what you mean
- I don't blame you

You are not alone in your thinking

The goal here is to establish a rapport with the person

- "Others have felt the same way"
- "No one likes that"
- "I've felt that way at times myself"

This approach takes the focus away from the person's singular position and lets them know they are not alone.

20 DANGER CUES

Of Crisis Behavior

1. Arms crossed
2. Hands on hips
3. Pacing in an agitated fashion
4. Walks into your space
5. Blades their body
6. Looks around
7. Rolls ups sleeves or removes their outer garment.

20 DANGER CUES

Of Crisis Behavior

#2

8. Removes hat, watch or glasses.
9. Silence
10. The fast talker
11. Ignores your requests
12. The finger pointer
13. Uncooperative verbal statements
14. Elevated verbalization

20 DANGER CUES

Of Crisis Behavior

#3

15. Hands shaking uncontrollably
16. Profuse sweating
17. Failure to maintain eye contact
18. Lips quivering
19. Mouth dry
20. Carotid artery or heart beat observed

De-escalation

- **Prevents agitation from escalating using a caring approach that incorporates concepts of personal space and anxiety/agitation reduction**
- **Can calm an anxious/agitated person**
- **Uses non-violent crisis intervention techniques to prevent injury to students, faculty and/or staff**

Signs of EARLY Agitation

- Talking quickly or suddenly getting quiet
- Talking to self
- Sweating
- Attitude
- Early Anger

If an intervention is not done at this point the person's agitation may escalate

Interventions

. . for EARLY Agitation

- ***Be Empathic***
  - "It seems as though you are bothered by something"
- ***Make observations about the person***
  - "It seems like your angry"
  - "I feel like you are upset"

Interventions

. . for EARLY Agitation

#2

- Allow the person time to verbally vent
- Offer quiet time or a "time out"
- Offer diversionary activities - ask the person what they like to do to relax (music, reading, TV, visiting family/friends)
- Ask the person what they need to remain in control of their emotions
- Use non-threatening body language.

. . for EARLY Agitation

Interventions

#3

- When communicating with an agitated person:
  - Be firm, but kind
  - Set limits and do not threaten the person
  - Stay calm and do not yell . . .however, talking loudly may be necessary
  - Do not put them down, laugh at them or challenge them in any way
  - **DO APOLOGIZE** if you did or said something that inadvertently upset the person

Signs of SEVERE Agitation

- Yelling
- Cursing
- Name calling
- Posturing
- Pacing
- Threatening
- Physically violent

Intervention is required at this point to prevent the person from becoming violent

Interventions

. . . for SEVERE Agitation

- Do not let yourself be cornered! Always keep yourself between the agitated person and the door; this gives you an escape route if necessary
- Do not turn your back on a potentially violent person...back out of the room if you leave
- Never go "hands on" by yourself

Keep yourself SAFE

Interventions

. . . for SEVERE Agitation

(#2)

- When the person is out of control and you need immediate assistance, call whatever crisis code deals with the situation
- Above all: NEVER strike out at a person or threaten them
- ALWAYS protect other students

Keep yourself SAFE

10 things NOT to say to agitated people

1. "Come here"
2. "You wouldn't understand"
3. "Because those are the rules"
4. "It's none of your business"
5. "What do you want me to do about it"

10 things NOT to say to agitated people

6. "Calm Down"
7. "What's your problem"
8. "I'm not going to say this again"
9. "I'm doing this for your own good"
10. "Why don"t you be reasonable"

Personal

(#1)

Safety

Personal safety is "your" business. Most people would rather be "talking" than "fighting". It is your obligation to develop "verbal judo" skills and develop a disarming dialogue that will assist you in minimizing potential for physical injury or harm.

Personal

(#2)

Safety

Most people are not prepared for physical violence. When it occurs, the mind does not have time to react. Fear sets in. Fear can paralyze you into in-action, which may then lead to even more serious injuries.

DEFUSING Potential Violence

Modifying, reducing or resolving individual behaviors that, if allowed to escalate, may result in a behavioral "explosion" and/or acts of workplace violence

(#1)

How to Approach (in review)

- **Always remember - "Preserve the person's self esteem and dignity"**
- **Recognize the emotional state**
- **Assume a helping posture**
- **Encourage person to talk**

RESPECT

(#2)

How to Approach (in review)

- **Demonstrate empathy**
- **Use calm and confident voice**
- **Give calm but firm instructions**
- **Start soft and gentle**
- **Maintain safety considerations**

RESPECT

(#1)

How to Communicate (in review)

- **Body language and verbal responses are extremely important**
- **Practice active listening**
- **Build trust and provide help**
- **Make eye contact (but don't stare)**

LISTENING

(#2)

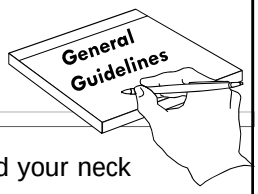
How to Communicate (in review)

- **Allow verbal venting of emotion**
- **Ignore challenges and insults**
- **"Upset people"**
- **Allow the person to suggest a solution**
- **Move toward a win-win resolution**

LISTENING

Self Protection

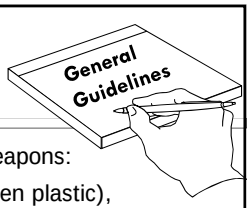
Always be Aware



- Shawls/ scarves around your neck
- Badge lanyards that are not "break-away"
- Long necklaces/Dangling earrings
- Long hair (always pull back)
- Men's ties

Self Protection

Always be Aware



- Things that can be used as weapons:
  - Scissors, eating utensils (even plastic), plates, plate warmer, water pitchers, vases, anything glass or ceramic
  - Belts
  - Rulers, TV/VCR/Projector controls, Laser pointers, Pens/pencils
  - Furniture (such as chairs, tables)

(#2)

SUMMARY

- Effective communication, learning conflict resolution skills and the development of effective listening skills is critical for recognizing and preventing a “Conflict” from turning into a “Crisis”.
- Developing techniques & strategies to “de-escalate” agitated or violent people is critical to your success.
- Be “Proactive” not “Reactive”

- Points of view, ideas, products, demonstrations or devices presented or displayed at the Ohio Safety Congress & Expo do not constitute endorsements by BWC. BWC is not liable for any errors or omissions in event materials.

OSC|12
Ohio Safety Congress & Expo