

Crisis De-escalation

H.C.S.O. C.I.T.

2009

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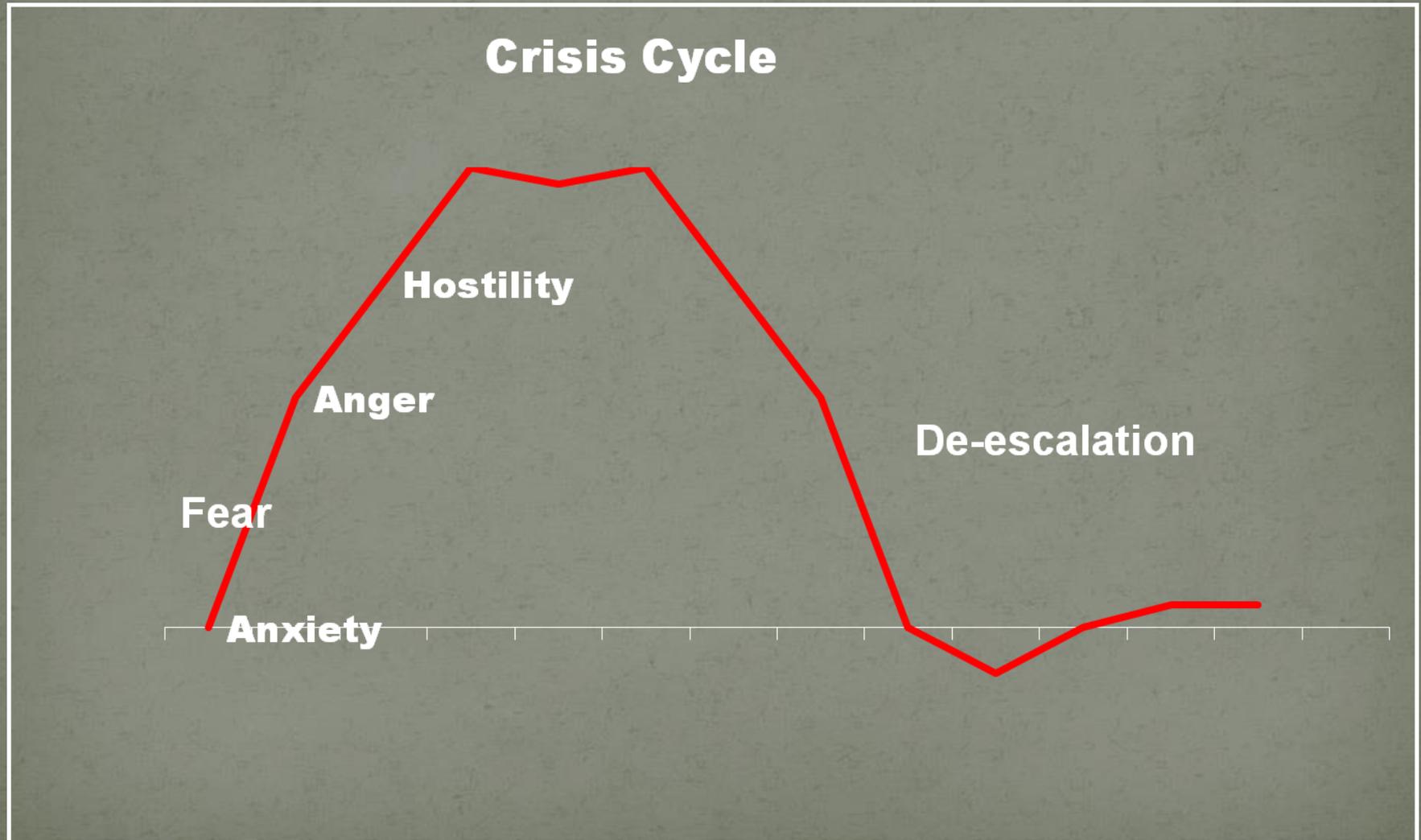
Training Objectives

- To identify a definition of crisis
- To identify and discuss de-escalation techniques
- To discuss empathic understanding and communication skills
- To examine the assessment and evaluation of first response situation
- To discuss the process of facilitation
- To provide LEOs additional tools to resource

What is a Crisis?

- An unstable or crucial time or state of affairs in which a decisive change is impending; *especially* : one with the distinct possibility of a highly undesirable outcome

What is a crisis?



Crisis Response and De-escalation

- C.A.F.
- L.E.A.P.
- N.E.A.R.

- In reality its all the same

Intervention

- The officer's initial response can often facilitate the direction of the encounter toward a more practical and appropriate resolution
- Or not.....

How do I start?

- Calm them down
- Figure out what is going on
- Decide the best way to help them

How do I start?

- Use Strategy:
 - Small, concrete goals
 - Assume real concern
 - Meet reasonable demands
 - Re-focus attention on you
 - Reduce anxiety
 - Reduce excessive stimuli

De-escalation Techniques

- Explain your purpose:
 - “Good Morning, I’m Officer Smith. I am a CIT Officer and I’m here to help.”
- Give clear, brief, assertive instructions
 - “I want you to come over here.”
 - “I want to help you.”

De-escalation Techniques

- Keep voice calm and non threatening
 - Once you have made a threat or given an ultimatum you have ceased all negotiations and put yourself in a potential win/lose situation.
- Look for opportunities to connect
 - Get the “hook”

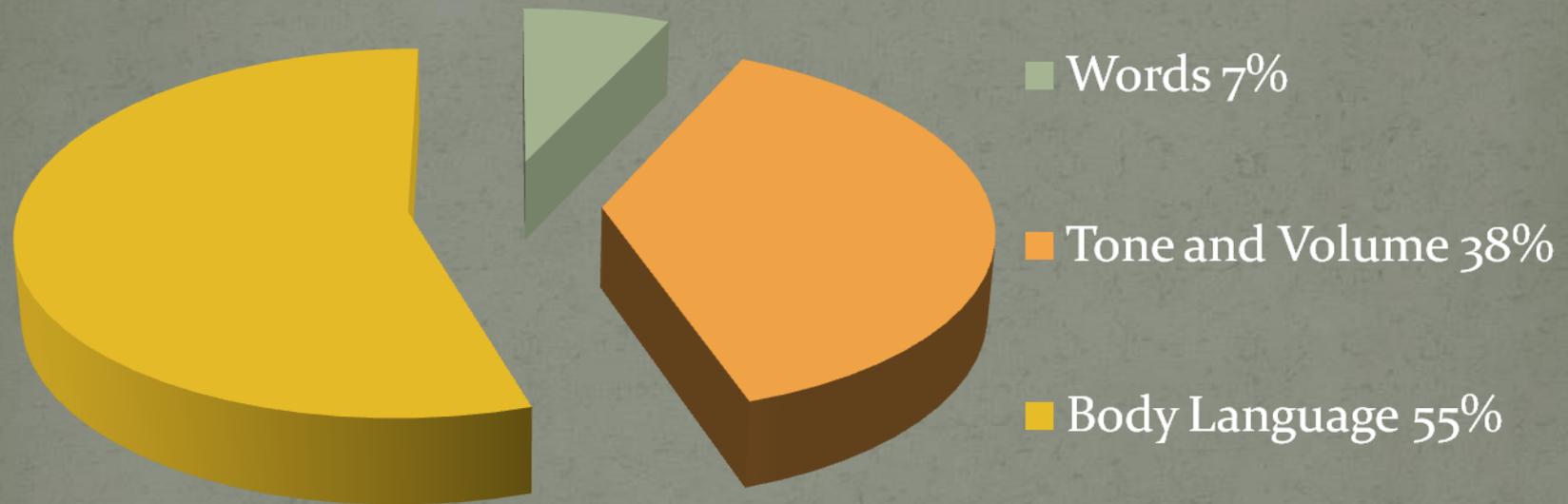
De-escalation Techniques

- Show concern through non-verbal and verbal responses
- Listen carefully and show empathy, acknowledge any grievances, concerns or frustrations

De-escalation Techniques

- Remove the audience
 - De-escalation is best done one-on-one
- Be aware of body language
 - Make sure your body matches your language
- Appear calm, self controlled and confident
 - But don't be dismissive or over-bearing

Communication



Communication

- Active Listening
- Empathic Understanding
- Being Genuine

Active Listening

- Paraphrasing: summarizing what the person said
 - Using phrases like “Okay, so what you have told me is that...and you feel...Do I understand you correctly?”

Active Listening

- Closed ended questions: require simple yes or no answer
 - These types of questions help the officer to obtain a commitment
 - “Are you...?” or “Do you...?” or “Will you...?” These questions can also help the officer to acquire specific information.
 - Close-ended questions are: “Are you thinking of hurting yourself?”, or “Will you let me take you to get some help?”

Active Listening

- Open-ended questions : requires more detailed answers
 - These type of questions elicit feelings, worries, fears, etc...
 - This can help an officer evaluate the subjects state of mind and level of crisis
 - Open-ended questions can help you develop your strategy

Communication

- Avoid *why* questions: *Why* questions lead to defensiveness
 - “Why don’t you take your medications?”
 - “Why don’t you calm down?”
 - “Why don’t you put down that machete?”
- You might not like the answer

Active Listening

- Silence: sends the message that you are willing to listen
 - We don't learn while we are talking, we learn by listening
 - Allow person to ventilate (uses up their energy)

Deputies should try to

- Appear confident
- Display calmness
- Create some space
- Speak slowly, gently and clearly
- Lower your voice
- Avoid staring

Deputies should try to

- Avoid arguing and confrontation
- Show that they are listening
- Calm the prisoner before trying to solve the problem
- Redefine Behavior
- Focus on what the person is saying and use it to assist in de-escalation
- Use tone to show empathy

Deputies should try to

- Negotiate (*but NEVER make a promise you can't keep!!*)

Assessment: Evaluating the Situation

- Goal: To determine the most appropriate response as presented by the facts
- Focus on verbal, behavioral, and environmental indicators
- Be aware of situational signs and/or medical emergencies

Assessment: Other Considerations

- Medical/physical conditions
- Intoxication
- Be aware that such conditions can mimic, mask, or intensify symptoms of mental illness

- *Question:* Why can we say the process of calming and assessment generally occurs simultaneously?

- Answer: An officer can evaluate the emotional state, thought processes, and monitor behavior while verbally de-escalating.
- Also the responses of the person may help facilitate appropriate resolution

Mental Illness and Risk Potential

Percentage of individuals involved in incidences of violence

- 2% If you had no mental illness
- 12% If you had a major mental illness, unstable, and not taking medication as prescribed
- 25% If you had used or abused alcohol
- 35% If you had used or abused other drugs

Alcohol and the use of other drugs are the most common factors relating to incidences of violence