

Verbal de-escalation tips during times of tension in the US and world



The following is an excerpt from a Crisis Prevention Institute press release from April 1, 2020.

De-escalation in everyday lives is crucial now as individuals face highly elevated emotions in a variety of situations, according to CPI. These can include interactions in healthcare settings, grocery stores, takeout lines and even in isolation at home as kids and parents navigate challenges of work and school.

CPI is sharing tips to help individuals control their own behavior during heightened stress and anxiety. The five tips everyone can use include:

UNDERSTAND THAT BEHAVIOR IS COMMUNICATION:

Most communication occurs beyond the words we use. Look for signs of anxiety in body language, tone and cadence. Understand that crisis behavior reflects a need and consider what it is the other person might want.

AVOID THE POWER STRUGGLE:

No one can meet every need at every moment. Challenging or exercising authority over a person can escalate negative behaviors. Considering options you can offer allows flexibility to address both parties' needs and desired outcomes.

USE LIMITED SETTING:

Behavior can't be forced but setting limits can help us

influence behaviors. Framing acceptable behaviors or outcomes can encourage the other person to choose the most productive option.

PRACTICE RATIONAL DETACHMENT:

Don't take behaviors personally. Stay calm. Find a positive way to release the negative energy you absorbed during the conflict. Keep in mind, you can only control your own attitude and actions.

THERAPEUTIC RAPPORT:

Learn from the conflict and help the other person learn from the experience. Focus on identifying and preventing the pattern of behavior in the future. Finally, put time and effort into repairing the relationship.

CPI has found that stress, fear and anxiety can impact mental health both short- and long-term. When pressed, these scenarios can cause people's reactions to escalate and lead to verbal and even physical conflict. This is why CPI instills in its methods the philosophy of Care, Welfare, Safety and SecuritySM for everyone.

"The realities of stress, fear and anxiety are ever present during this pandemic and it can get worse with more social restrictions, economic impacts and uncertainty," said Tony Jace, CEO of Crisis Prevention Institute. "Learning of heated public exchanges and increasing home isolation, we realized our tools for professionals can be just as critical and helpful to the public in resolving situations influenced by the coronavirus. We felt a strong responsibility to do something positive and believe our expertise can be very helpful during these challenging times."

Visit www.crisisprevention.com/ReduceConflict where you can find and download additional free tips and information.



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