

10 Domains of De-escalation

1. Respect personal space

2. Do not be provocative

3. Establish verbal contact

4. Be concise

5. Identify wants and feelings

6. Listen closely to what the client is saying

7. Agree or agree to disagree

8. Set clear limits

9. Offer choices and optimism

10. Debrief the client and staff

Additional notes

1. Two arm lengths apart
2. Open body-language, no staring, not facing directly; do not challenge or insult
3. One staff person at a time should verbally interact with a client; orient and reassure client
4. Repetition of statements may be necessary before they sink in for a client
5. "I really need to know what you expected when you came here, even if I can't provide it, I would like to know so we can work on it."
6. Active listening; "Tell me if I have this right." Miller's law – always assume truthfulness on the part of the client rather than judgment of whether they may be lying
7. Fogging is the concept of finding something to agree with. Agree with truth, agree in principle or agree with the odds
8. Limits can ensure good working conditions for the staff to feel safe
 - a. "I want to help but it's hard for me to help if I feel scared"
 - b. "I really want you to sit down; when you pace, I feel frightened, and I can't pay full attention to what you are saying. I bet you could help me understand if you were to calmly tell me your concerns."
9. Also offer kindnesses (e.g. blanket, access to a phone)
10. How to remain in control next time; what went right, what went wrong