



De-Escalation Strategies

Explanation and demonstration of essential verbal and non-verbal de-escalation techniques?

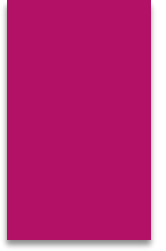
Dr Omeiza Beida
Consultant Psychiatrist



Overview

- Introduction
- Definition of terms
- Explaining and demonstrating de-escalation strategies
- 4 step de-escalation process
- Conclusion

Introduction



De-escalation is a critical aspect of psychiatric care, aiming to prevent and manage crisis situations by calming heightened emotions and promoting a safer environment.

De-escalation strategies in psychiatry encompass a combination of verbal and non-verbal techniques to effectively communicate and connect with individuals in distress.



Definition of terms

Crisis intervention is a short-term, goal-oriented approach designed to help individuals in acute distress or crisis situations. It is typically applied in situations where individuals are experiencing acute psychological distress, such as suicidal thoughts, severe anxiety, or recent traumatic events.

De-escalation refers to the set of strategies employed to manage and reduce heightened emotional states or potentially volatile situations. It is commonly used in situations where there is a potential for conflict, aggression, or heightened emotions



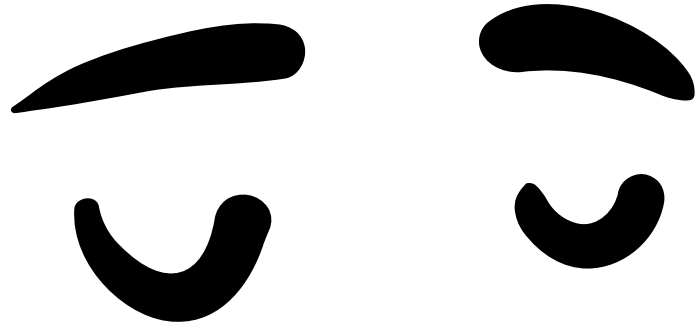
Explaining and demonstrating 10 De-escalation strategies



Active Listening



- Actively listen to the individual's concerns without interrupting. Show empathy and understanding to validate their feelings
- Maintain eye contact, nod in acknowledgment, and reflect back key points to convey that their thoughts are being heard and respected

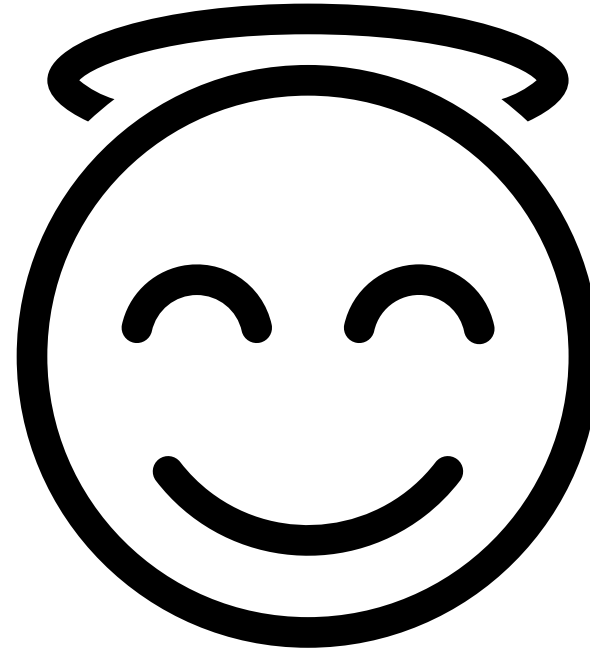


Maintain Calm and Composure

- Project a calm and composed demeanor to reassure the individual that the situation is under control
- Speak in a steady and soothing tone, maintain a relaxed posture, and avoid escalating gestures or expressions

Respect Personal Space

- Give the person enough physical space to feel comfortable, respecting their boundaries
- Stand at an appropriate distance, avoiding any gestures or movements that may be perceived as invasive



Clear and Simple Communication



- Use clear and simple language to convey information and instructions, reducing the likelihood of confusion
- Choose words carefully, avoid jargon, and provide step-by-step instructions in a concise manner



Empowerment and Choices

- Offer the individual choices and involve them in decision-making when appropriate to empower them and reduce feelings of helplessness
- Present options and allow the individual to express preferences, fostering a sense of control

Avoid Confrontation



- Refrain from aggressive or confrontational behaviors that may escalate the situation
- Use non-threatening body language, such as keeping hands at your sides, and avoid raising your voice or making accusatory statements

Acknowledge Feelings

- Validate the individual's emotions, even if you don't agree with their perspective, to show empathy and understanding
- Express understanding by saying, "I can see that this is really frustrating for you," acknowledging their emotional state

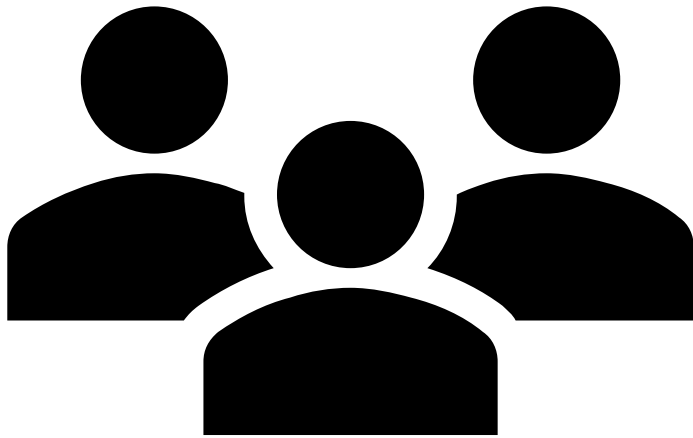


Offer Distractions

- Introduce distractions or alternative activities to redirect focus and diffuse tension
- Suggest engaging in a calming activity, such as deep breathing exercises, or offer a change of scenery to redirect their attention



Collaborate with the Individual



- Work together with the individual to find solutions and strategies for managing distress
- Ask open-ended questions, encourage them to share their thoughts, and explore possible coping mechanisms collaboratively

Use Non-Threatening Body Language

- Ensure that your body language conveys openness and non-aggression to create a safe atmosphere
- Maintain an open posture, avoid crossing arms, and use gestures that communicate empathy and understanding



Case Scenario

4- step De-escalation process

Step 1

Recognize and Assess the Situation. Your safety is paramount. ...

Step 2

Respond Calmly. ...

Step 3

Listen with Empathy. ...

Step 4

Validate and Show Respect. ...

Avoid Confrontation !!!



Conclusion

By integrating these de-escalation strategies, mental health professionals can effectively manage crisis situations, build rapport with individuals in distress, and contribute to a therapeutic environment conducive to healing and recovery.



Thank you

