

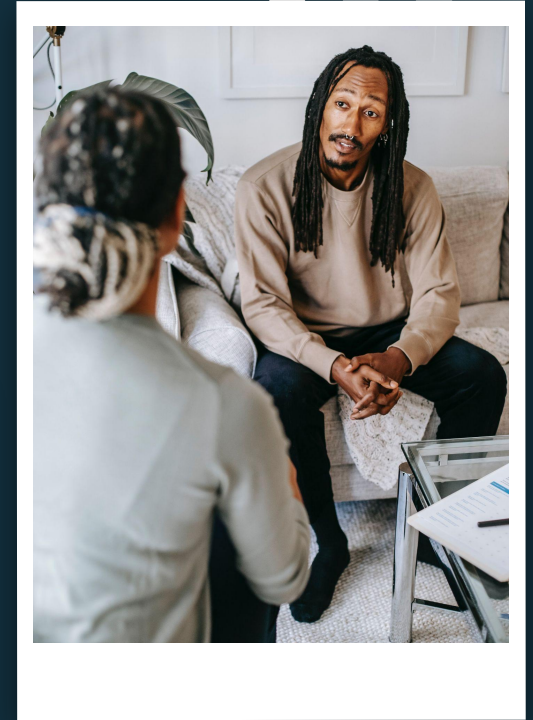
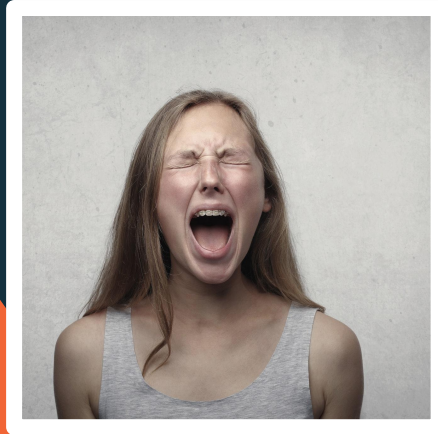


De-escalation Skills

Preparation & Communication
Techniques



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What Does Escalation Look Like?

Why Escalation?

Where are your RISC factors?

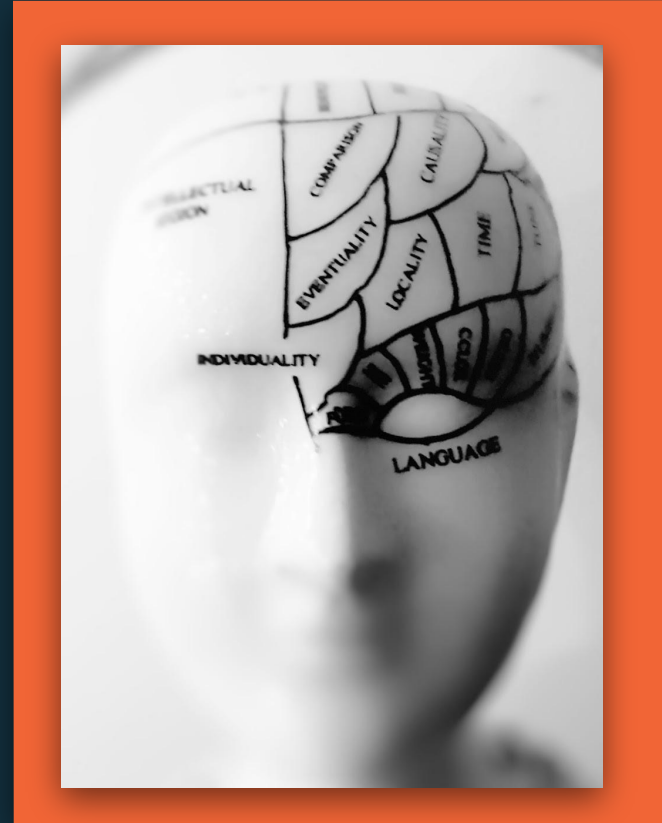
Respect

Identity

Safety

Control

"The root of escalation stems from a real or perceived threat to one's needs."



Basic Psychological Needs

Respect

Identity

Safety

Control

Perform a R.I.S.C. Analysis

Respect

- I'm spoken to and treated with civility.
- My needs and feelings matter.

Safety

- My job is secure.
- I can be creative and make mistakes without the fear of retaliation or shame.

Identity

- I feel valuable and valued in my role.
- I feel accepted for who I am.

Control

- My voice is heard in decisions that affect me.
- I am granted a level of autonomy that feels right for me.

Our Brain's REACTION to Threat



It Starts With You!

Self-Awareness



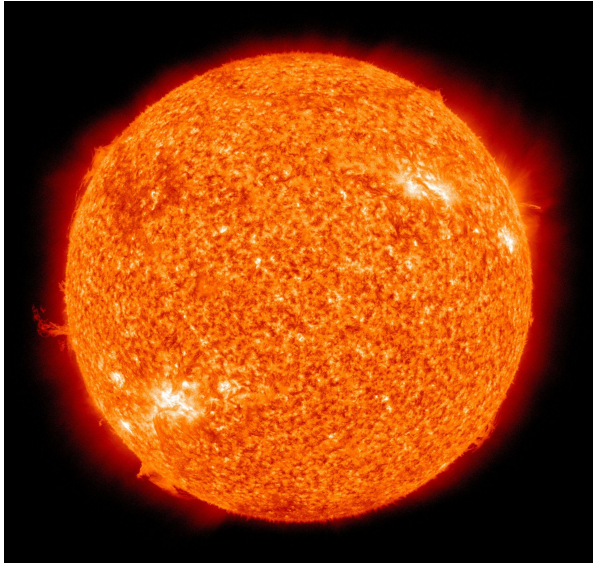
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Self-Regulation



= Prerequisites for De-escalating others

Self-Awareness Reflection:



In pairs, share your response to the following:

- What causes you to REACT at work?
- What needs are feeling threatened?
(Respect, Identity, Safety, Control)



STOP

Take a pause



TAKE 3 DEEP BREATHS

Connect your brain with
your body



OBSERVE

Your thoughts,
feelings & behaviors



PROCEED

with care and
positive intention

Goal of De-Escalation

- ***NOT to change a policy or position***
- ***NOT for everyone to get their way***
- ***NOT necessarily to reach agreement***

- ***TO prioritize CARE for another***
- ***TO understand their underlying needs or interests fueling the escalation***
- ***TO promote calm and rational conversation***

Safety First

Be Aware of Surroundings

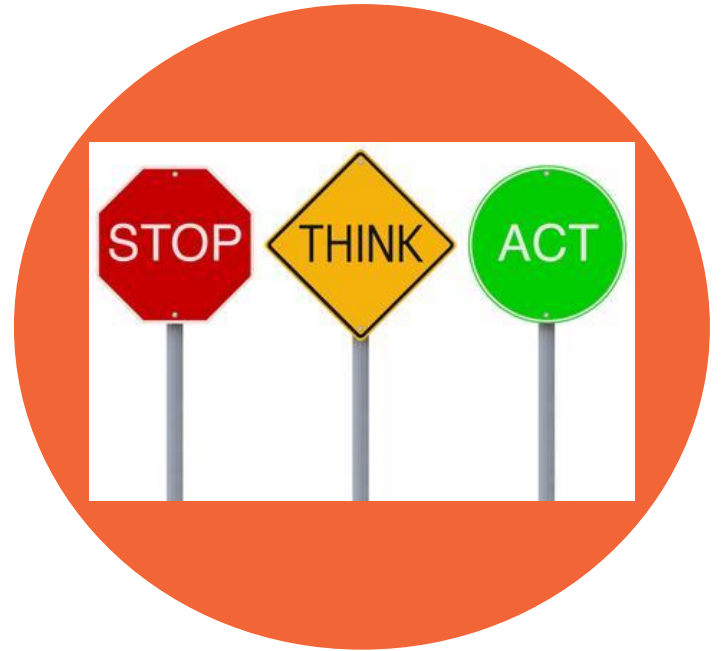
- Know the exit strategies (yours and theirs)
- Who else is in the room?

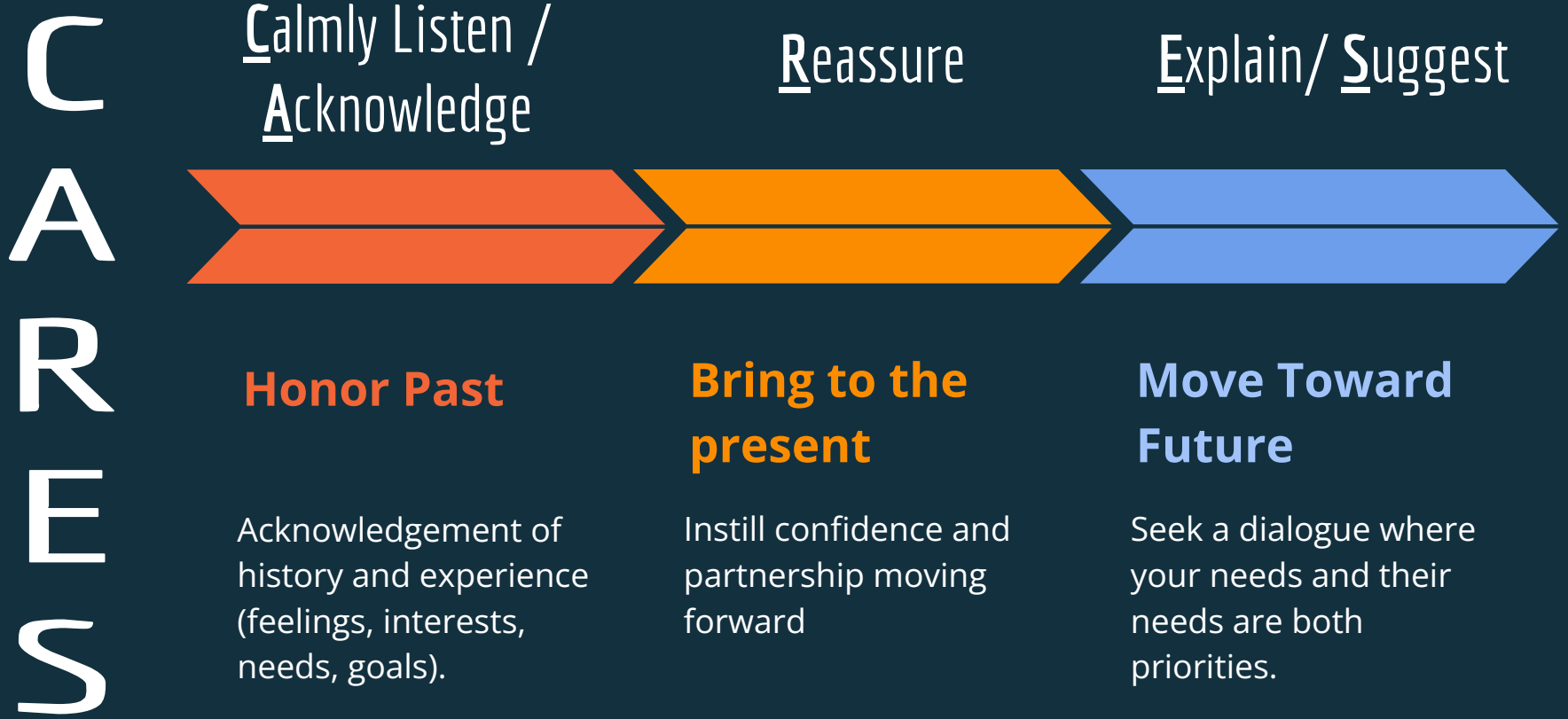
Maintain Safe Distance

- Give them and you space
- Non-threatening stance

Know your Allies

- Use a team approach
- Know who you can call





****Goal: To establish CARE then move to Suggestions/Solutions**

CALMLY LISTEN

- Commit to staying calm
- Seek understanding - **be curious**
- People listen better when they feel listened to
- Humanize: Use first names

Offer empathy when it's least expected



*Show them you are
there to help and not
the threat*

AAA Framework

Acknowledgement

You're ___ (feeling) because you want ___ (interests).

(Feelings + Interests = Acknowledgment of Experience)

*It sounds like you're **frustrated** because you want to **have a voice in the decisions that are made.** (Is that right?)*

ALIGNMENT

I also want _____.

(Express common ground or shared interests)

*I also want **your voice to be included in these decisions.***

APOLOGIZE

I am sorry ___ (behavior) caused ___ (impact) on you.

(If you had a part to play in their experience; OR as a general expression of empathy)

*I'm sorry **that I didn't reach out to you to get your thoughts on this, causing this frustration** for you.*

How Would You **Acknowledge**, Align, & Apologize (AAA)?

- You people obviously don't give a s*%# about my business! It's been days since you've returned my phone call!

*"Hey, I get it. You're irritated because you want to be respected for your time, and feel valued as a customer of ours. (**acknowledgement**). I also want you to be respected and feel valued by us (**alignment**) I'm sorry that it's taken this long for us to get back to you (**apology**)..."*

- This is completely unprofessional. This person passes me along to that person, and then I have to talk to some other person. Who the heck is going to help me?!

*"I realize how frustrating that can be, to feel passed around and have to repeat yourself. You want to feel attended to, and respected for your time. Is that right? (**acknowledgement**). I also want you to have that experience with us (**alignment**). I'm sorry that some of our internal handling has left you feeling frustrated and unattended to like this (**apology**)..."*

- "Why are you always interrupting me? You clearly think you're better and always have to dominate the room."

*"I hear your aggravation and I totally get it, no one wants to be interrupted (**acknowledgement & alignment**). I'm really sorry that I spoke over you, leading to you feeling this way (**apology**)..."*

REASSURE

- Bring them to the present
- “Them” → “Us”
- Emphasize partnership if you can, and it’s appropriate

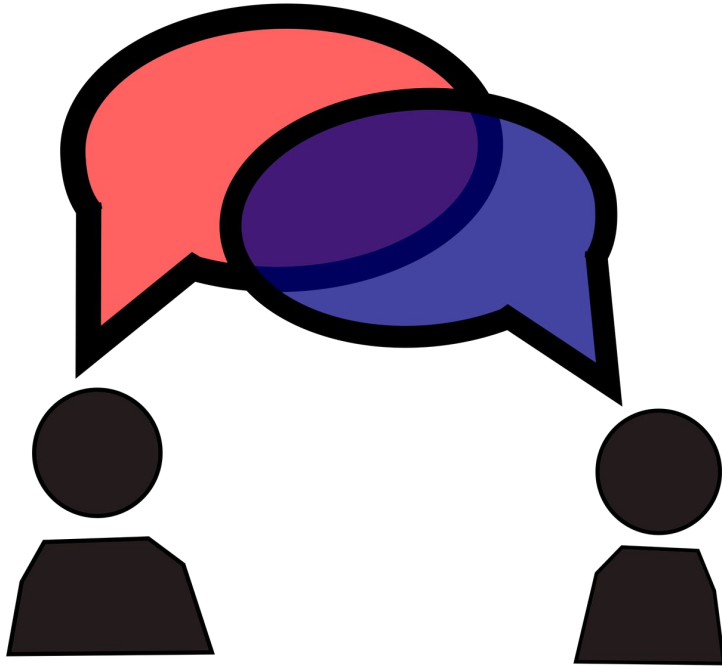
“I’m here to help.”

*“Let’s see if we can work together
on this to find a solution.”*



*What's one policy/position
that often needs explaining?*

EXPLAIN YOUR SIDE



- Is there a policy or procedure that you need to follow?
 - How might it help them?
- Explain your needs **+ why**
 - *"I need..., because..."*
 - *"I could use your help by..."*
- If you're unclear on what they are looking for, seek clarity.
- Be concise (a sentence or two).

SUGGEST

- Present choices to preserve respect and control. *“We could do ___ or ___?”*
- Offer any suggestions and alternatives
 - Respect autonomy and agency
- Maintain Messaging!

Maintain and Restore RISC needs



How can we ___ while at the same time ___?

Putting It All Together

“Yeah, so, I still don’t have my paycheck. I’m supposed to get paid on the 3rd, and my rent’s due. Can you please tell me where it is? This happened last month too, and nothing gets fixed it and it really messes me up. I work hard for this company, and I need to get paid. Can you please get me my check, like now? I’m so sick of this happening.”

Calmly Listen	AAA	Reassure	Explain	Explain/Suggest
<p>Oh, wow. You didn't receive your paycheck on time? And this happened last month as well?</p>	<p>I can see how aggravating that must be because you want to feel valued and compensated for your hard work.</p>	<p>You definitely work hard for us, so this shouldn't be happening.</p>	<p>I'm going to make a call to accounting right now and figure out what's going on. I'm on this. I'll let you know as soon as I hear back. How does that sound?</p>	<p>So, it looks like you elected to get paid by check. Payments are made on the 3rd, but with checks, it might not get to you for a few days. We could switch you over to direct deposit so it gets to you right on the 3rd or we could have you pick it up at the office, rather than mail it out. Which would you prefer?</p>

Toolbox Takeaways:

1. Escalation stems from a real or perceived threat to one's needs
 - a. *Where are their RISC Factors?- Respect, Identity, Safety, Control*
2. Self-awareness and self-regulation are prerequisites for effectively de-escalating others
 - a. *What causes you to REACT?*
 - b. *Create space: STOP*
3. Use the CARES approach when seeking to de-escalate a situation
 - a. *Lean heavily on AAA, and try not to jump right to your Explanation*



These skills are like muscles!

They require development and consistent use.

No one is ever perfect.





Interested In Continuing The Journey?

*Join the Boulder Community in a
Full 2-Day Workshop!*

Day 1: De-escalation Skills

Preparations & Techniques

Day 2: Difficult Conversations

The Art & Skill of Giving & Receiving Feedback

WHEN: Thursday, February 20th 2025 & Friday, February 21st 2025

8:30am Breakfast/Networking

9:00am-4:00pm Workshop (Lunch included)

WHERE: Elevations Credit Union

HOW?: Sign-up on the Boulder Chamber's Website

