



Professional Development

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Anxiety & De-escalation Strategies

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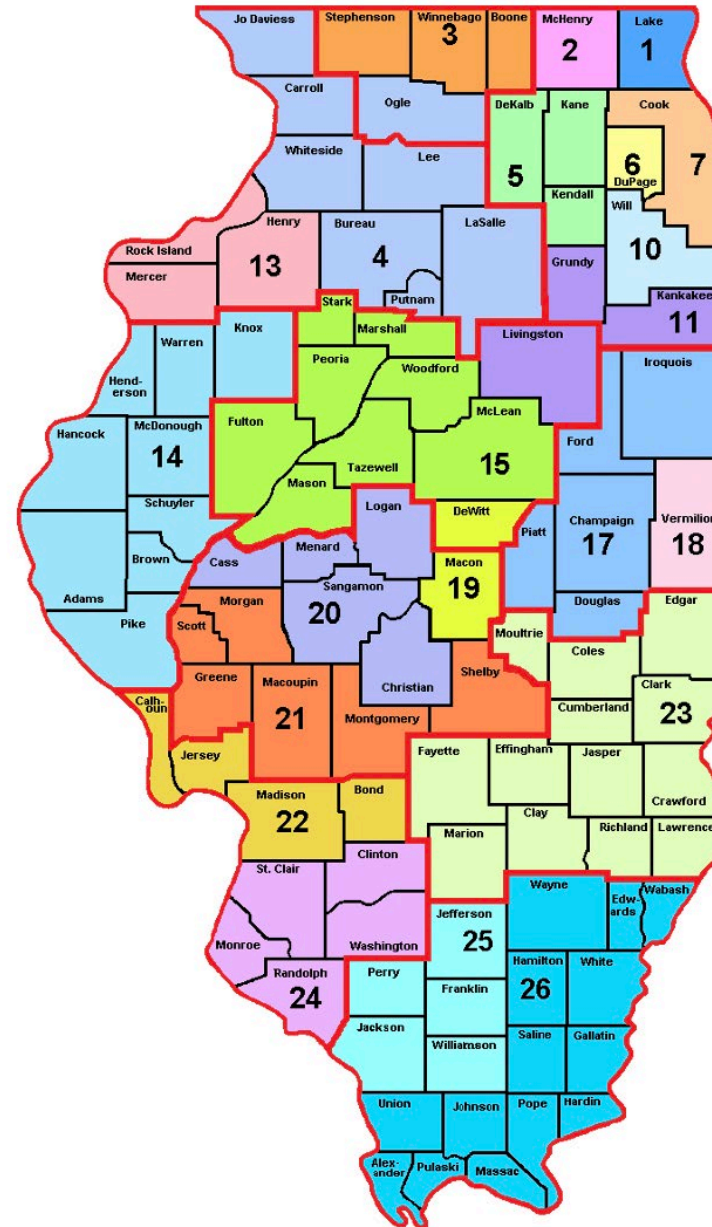
Moderator



Kiersten Baer

- Digital Communications Manager
 - Illinois Center for Specialized Professional Support
- kmbaer@ilstu.edu
- 309-438-1838

Where is Your Local Area?



Which partner do you best represent?



Objectives

- Identify escalating/crisis situations
- Understand basic techniques to de-escalate crisis situations
- Understand verbal and non-verbal communication techniques
- Identify and understand personal responses to crisis or escalated situations
- Understand basic skills to manage anxiety and stress



What is De-Escalation?

Definition:

Decreasing intensity, magnitude, or difficulty of a conflict, crisis, or potentially violent situation.

Goal:

Reduce anxiety, anger, frustration, etc. in order to create a possibility of resolution or discussion on the initial issue or concern.

Why and when would de-escalation be needed?

What are Escalating or Crisis Situations?

Definition:

- most often short-term and overwhelming
- involves a disruption or a breakdown of an individual's typical way of functioning, communicating, or presenting themselves
- there is an increase in the level of conflict
- over time it becomes a more serious or intense interaction

Escalating or Crisis Situations

Common Causes

- Power struggle
- Pride
- Clashing Personalities
- Feeling like you are not being heard
- Feeling belittled
- Feeling threatened
- Bad communication
- Drugs or alcohol
- Lack of control
- The impact of the individual not in crisis or the “helper”

Overarching Theme: Feeling Unsafe

Identifying an Escalating Situation

The individual involved will start showing some changes in behavior, these may include:

- A change in their mood
- Pacing
- Eyes
- Increased hostility or tension
- Change in body language or facial expressions

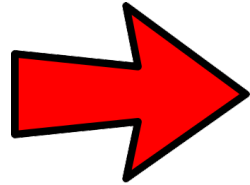


Goal:

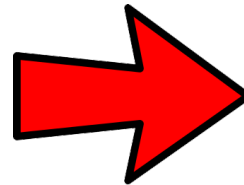
Reduce anxiety, anger, frustration, etc. in order to create a possibility of resolution or discussion on the initial issue or concern.



Person in crisis



You as a barrier



Their unmet need
being fulfilled

Basic De-Escalation Techniques

De-Escalation Strategies

Less Authoritative



Less Controlling



Less Confrontational

More control
over the situation

De-Escalation Strategies Continued

Sense of calmness

- Yourself
- The Environment



De-Escalation Strategies Continued

- Distance
- Calm/Low Voice
- Relaxed Body/ Posture
- Active Listening
- Setting Boundaries/Limits
- Respectful Communication
- Aligning with the Individual
- Answering Informational or Factual Questions

Verbal De-Escalation Techniques

- “I” Statements
- Low/Calm Voice
- Respectful Communication
- Paraphrasing/Summarizing
- Be Honest
- Asking Clarifying Questions
- Validate/Accept Emotions
- Using Positive Statements
- Explain Actions
- Explain Intentions

Non-Verbal De-Escalation Techniques

- Body Language
- Facial Expressions
- Eye Contact
- Sitting vs. Standing



De-Escalation: Behaviors to Avoid



- Making Assumptions
- Criticizing, Lecturing, or Ordering
- Becoming Defensive
- Making Promises
- Ignoring or Poor Listening

Understanding Personal Responses to Crises

Understanding our Response to Stress

- Ask yourself:
 - What do I struggle with when it comes to disagreements or confrontations?
 - How does my body feel or react when I am in those situations?

Disagreement/Confrontation Struggles

- Competitive
- Urge/need to solve problems
- Need for control
- People-pleasing tendencies
- A need to be right
- Taking things personally



Physiological Response to Anxiety

- Our first response to anxiety or a stressor is to *feel* something
- Our body attempts to protect us with its natural response
- Our body braces for stress
- If a threat is perceived/confirmed, adrenaline is released

Body Reactions and Feelings

- Common Physical Reactions:
 - Flushed/Red
 - Becoming Hot or Overheated
 - Sweaty Hands
 - Nervous Laughter/Movement
 - Getting Louder
 - Shaking (Body or Voice)



Managing Anxiety and Stressors

- Keep yourself calm
 - Fake it if needed
- Self-talk
- Take a break
- Maintain distance
- Ask for help
- Trust your instincts/gut
- Practice



Managing Anxiety Continued

- Everyday options for coping with anxiety and stress
 - Keeping physically active
 - Avoiding alcohol
 - Cutting back on caffeine
 - Meditation or yoga
 - Prioritizing sleep
 - Fueling your body by eating
 - Journaling
 - Socializing

Final Takeaways

- Ask yourself:

- Where do I find myself when in disagreements/stressed? (i.e. people pleaser, need to be right, etc.)
- How does my body respond when I am stressed or in a disagreement?

Final De-Escalation Tips

- Be empathetic and nonjudgmental
- Respect personal space
- Use nonthreatening nonverbals
- Avoid overreacting
- Focus on feelings
- Ignore challenging questions
- Set limits
- Allow for silence
- Allow time for decisions

Questions?