

# CRISIS INTERVENTION

## What Works Better?



### DE-ESCALATE

- Allow to vent
- Make situation the problem
- Be empathetic to feelings
- Talk slow, less words
- Be conversational
- Take a breath, Water? Food?
- Ask for their input
- Explain before you do something
- Provide options to best reduce harm
- Assess what's is going on, what's working
- Avoid taking venting personally

### ESCALATE

- Invading space or touching
- Make the person the problem
- Being authoritative
- Arguing, using lots of words
- Ordering someone to comply
- Ignoring person's physical state
- Refusing to listen
- Making something happen
- Giving an order
- Ignoring escalating behavior
- Getting emotionally upset