StressLess

De escalating behaviour

What to do when people become emotional

Course Objectives

- Understand how staying calm allows us time to think clearly and logically and act professionally.
- Learn how and why people become emotional
- Understand the 8 stages of the escalation cycle and be able to identify which stage someone is at and what to do (and not do) during each stage.
- Learn to make less accusing statements by asking more questions allowing you to stay in control of difficult conversations.
- Explore assertive tactics such as fogging, the broken record and DESC scripting to put forward a confident yet calm message.

Customisation

StressLess Learning works in partnership with clients to customise and refine all presentation content and duration to suit both organisational goals and individual participant requirements.

All presentation outlines are therefore to be used as a guide only.

Duration

3 – 3.5 hours

Target Audience

Those that need to calm other people in stressful situations

Course Outline

Emotional regulation and the brain
- Understanding agitated people
- High emotion and our brain

Staying calm ourselves
- Diet and exercise
- Breath control
- Being social
- Separate feelings of self-worth from other issues
- Deflect don't defend
- Stay focussed

The escalation cycle
- How people become emotional
- Why people become emotional
- The 8 stages of escalation
- Know what stage of escalation people are at

Beginning with calm
- Reinforce calm behaviour
- Set expectations
- Explain procedures and routines
- Provide positive acknowledgement
- Benefits of rapport

Triggers
- Acknowledgement
- Modify the trigger
- Change environment
- Distraction
- Provide support

Agitation
- Active listening
- Empathy
- Reassurance
- Non confrontational body language
- Providing options
- Agree with feelings
- Align objectives

Acceleration
- Physical space
- Verbal redirection
- Avoiding demands
- Use "I" statements

Peak
- Verbal interaction
- Focus on safety
- Physical space
- Safety for everyone

De escalation
- Positive acknowledgement
- Find agreement
- Future focussed
- Closed questions

Post crises depletion
- Speak slowly and calmly
- Use silence
- Acknowledge feelings
- Empathy

Recovery
- A fresh start
- Avoid blame

Assertive techniques
- Fogging
- Broken record
- DESC scripting