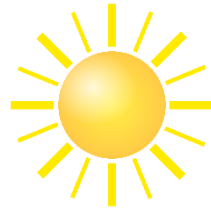


Breaking the Crisis Cycle: Ways to Prevent and De- escalate Crisis Situations

Ann Mitchell, LCSW, LISW-S
Director of Clinical Services
SUN Behavioral Health

SUN Behavioral Health



- ▶ 197 bed mental health free standing hospital
- ▶ Assessments available 24/7
 - ▶ 820 Dolwick Dr. Erlanger, KY 41018
 - ▶ 859.429.5188 main 859.287.3331 direct line
 - ▶ Populations served
 - ▶ Mood and Anxiety
 - ▶ Dual diagnosis
 - ▶ Generalized psychosis
 - ▶ Geriatrics
 - ▶ Adolescent (12-17)
 - ▶ Child (5-11)
 - ▶ PHP
 - ▶ IOP

Chinese Character For Crisis

危机
CRISIS
=
危险
DANGER
+
机会
OPPORTUNITY

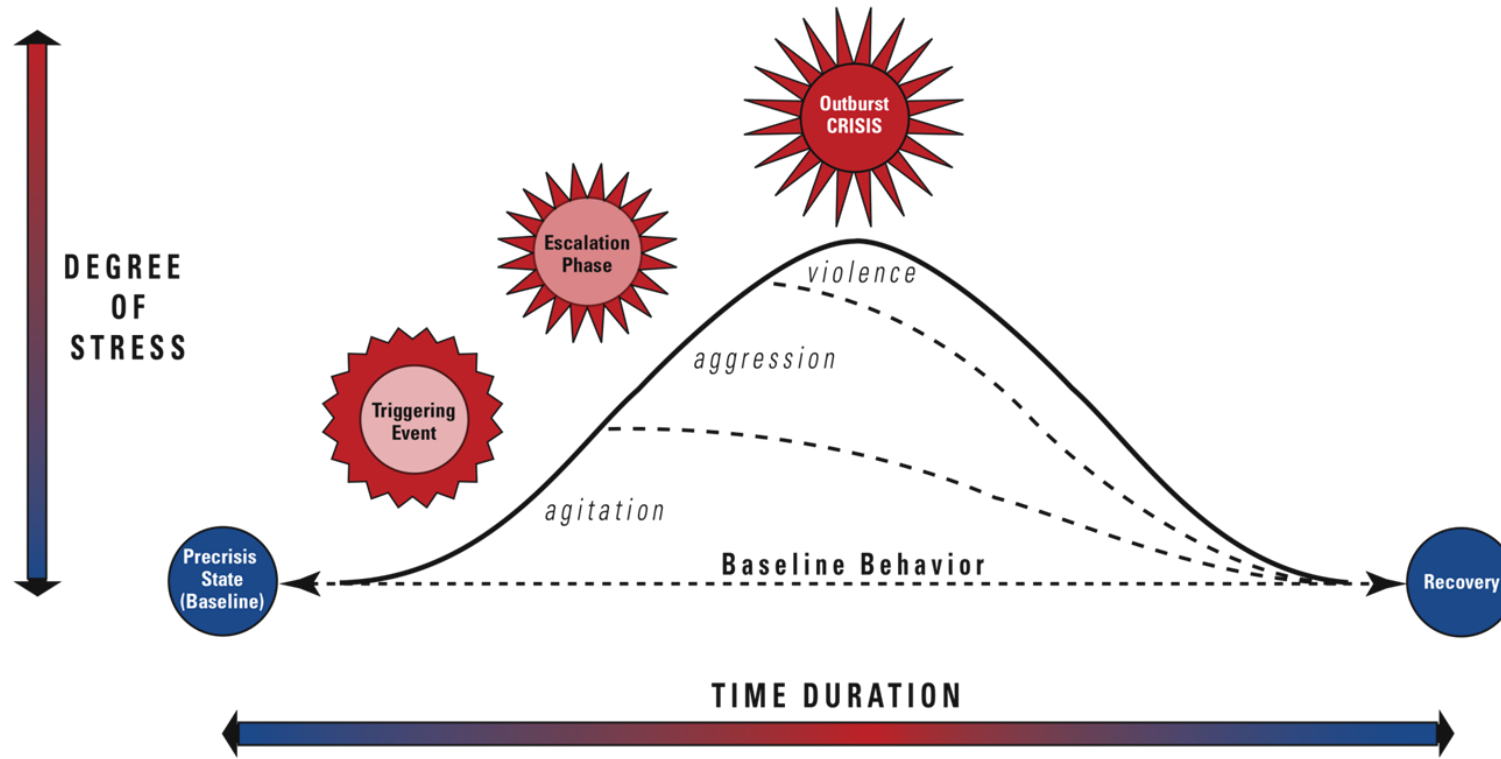
A Crisis Occurs When

A person has run out or has never developed coping skills to deal with the situation

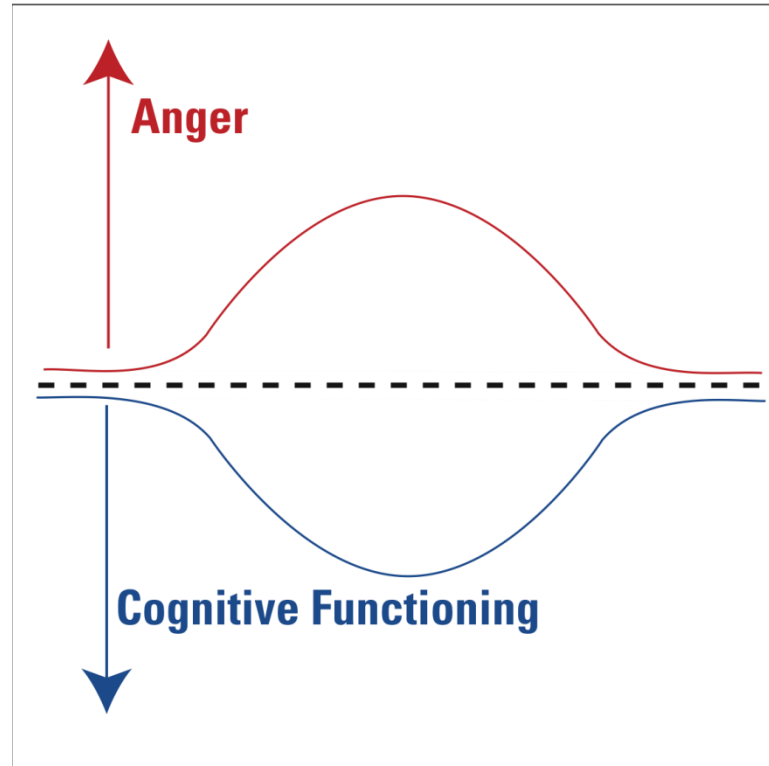
Walkers and Standers

- ▶ How body Language effects effective crisis communication

Stress Model of Crisis



Effects of Anger



Four Questions We Ask Ourselves in a Crisis Situation

1. What am I feeling now?
2. What does this person feel, need, or want?
3. How is the environment affecting the person?
4. How do I best respond?

What To Do (Nonverbal Strategies)

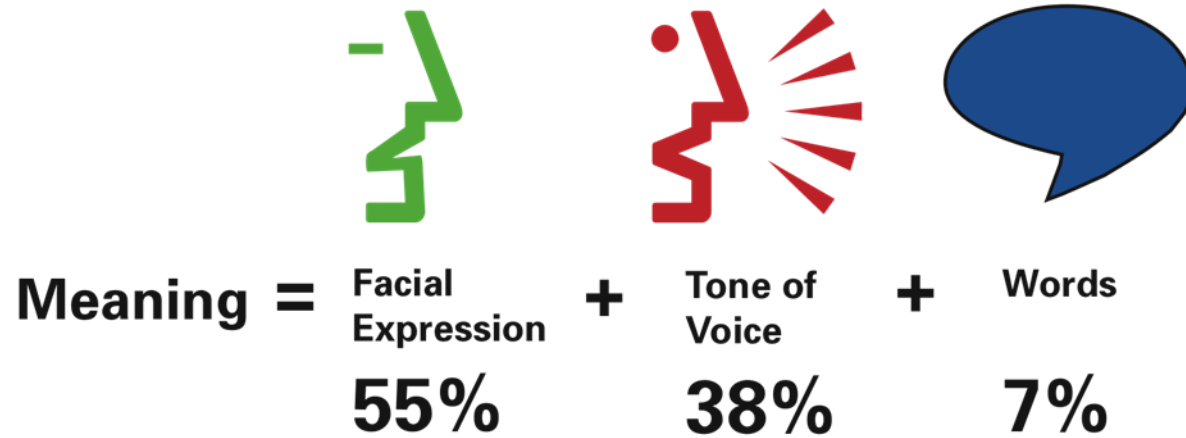
- ▶ Take a deep breath
- ▶ Use protective stance
- ▶ Step back
- ▶ Give the situation time
- ▶ Sit down if appropriate
- ▶ Remember the importance of body language and facial expression

What To Say (Verbal Strategies)

- ▶ Very little
- ▶ Understanding responses
- ▶ “I can see... “ (validate feelings)
- ▶ “When you...” (encourage positive behaviors)
- ▶ “I know we...” (emphasize desirable outcomes)
- ▶ “I am sorry...” (offer an apology)
- ▶ Remember the importance of tone of voice

Meaning in Emotional Communication

MEANING IN SPOKEN COMMUNICATION DURING TIMES OF CRISIS



I ASSIST

- ▶ I - Isolate the person
- ▶ A - Actively listen
- ▶ S - Speak calmly, assertively, respectfully
- ▶ S - Statements of understanding precede requests
- ▶ I - Invite the person to consider positive outcomes and behaviors
- ▶ S - Space reduces pressure
- ▶ T - Time helps people respond to requests