Alternative intervention & de-escalation tactics

Introduction:
The purpose of this discussion is to prevent future client outbursts and crisis situations. Alternative intervention and de-escalation tactics can be effectively used to prevent outbursts and injury to clients and staff.

Behaviors to watch for:
Warning signs of anxiety:
- Pacing.
- Fidgeting and twitching.
- Repeating questions.
- Yelling.
- Increase in self talk.
- No eye contact or covering face.

Warning signs of frustration:
- Talking louder and faster.
- Yelling and swearing.
- Threatening posture.
- Isolation from the group.

Safe procedures to follow:
Think before you react:
- Slow things down.
- Know your own hot buttons.
- Imagine a successful intervention where you all “win.”
- Ask yourself, “What is the function of the behavior?”
- Have a coworker try a different approach.

Redirect the person’s focus:
- Bring up a new conversation topic.
- Initiate a new or familiar activity.
- Redirect to a different room or area.

Suggest activities the person would enjoy:
- Going for a walk.
- Eating.
- Talking to family.
- Reading a book or listening to music.

If the behavior or situation escalates the main priority is safety:
- Back off. Give the person space.
- Minimize talking. Keep it short and sweet.
- Remove vulnerable people.
- Identify and remove potential weapons.
- Physical restraints should be the last resort and only used when the person is in danger of harming themselves or others.

In conclusion
By using alternative intervention and de-escalation tactics you can prevent a crisis situation and a client or staff injury.

Let’s talk about tactics that should be used here at work and what we can do to prevent incidents in the future.