



# **ECHO IDAHO:** **Behavioral Health in Primary Care**

## **De-Escalation Outside of the Clinical Setting**

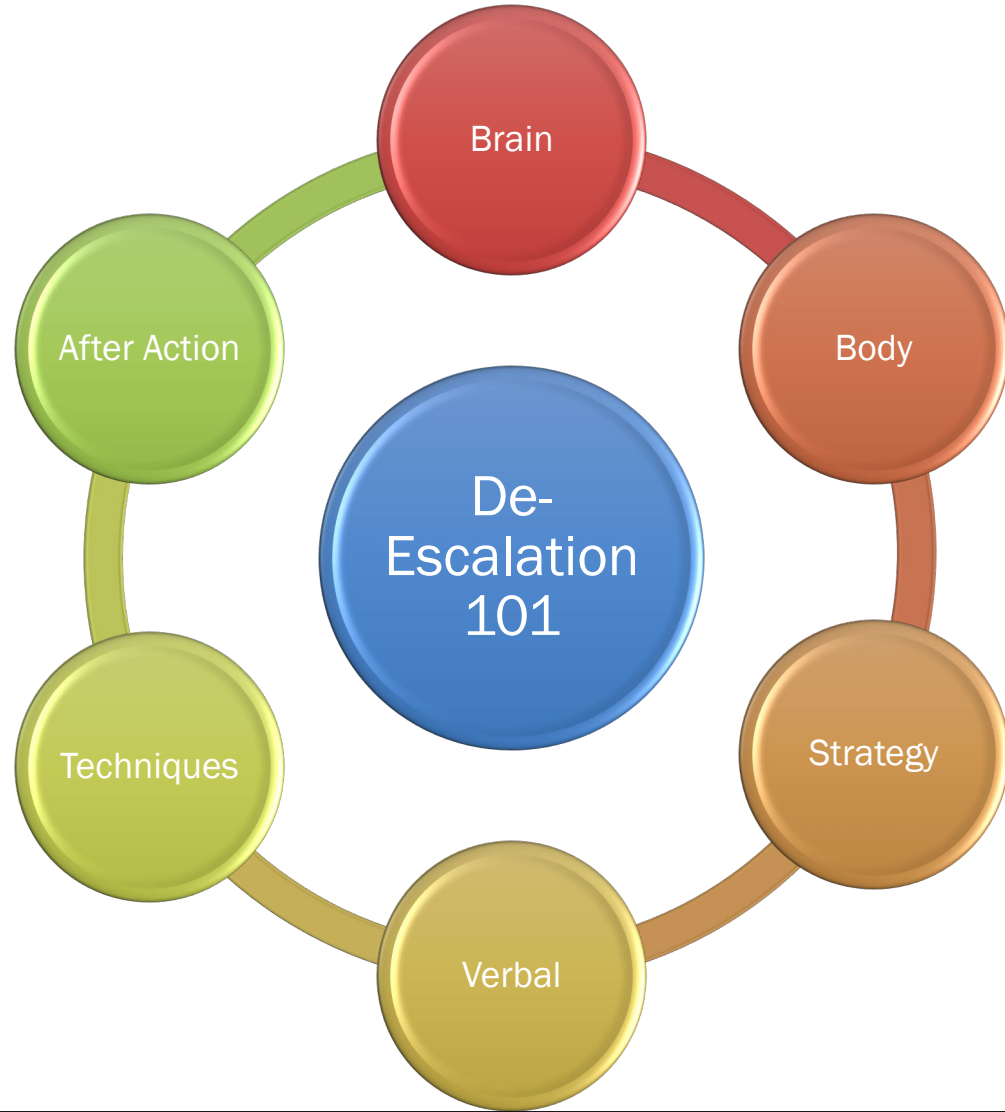
### **07/17/2024**

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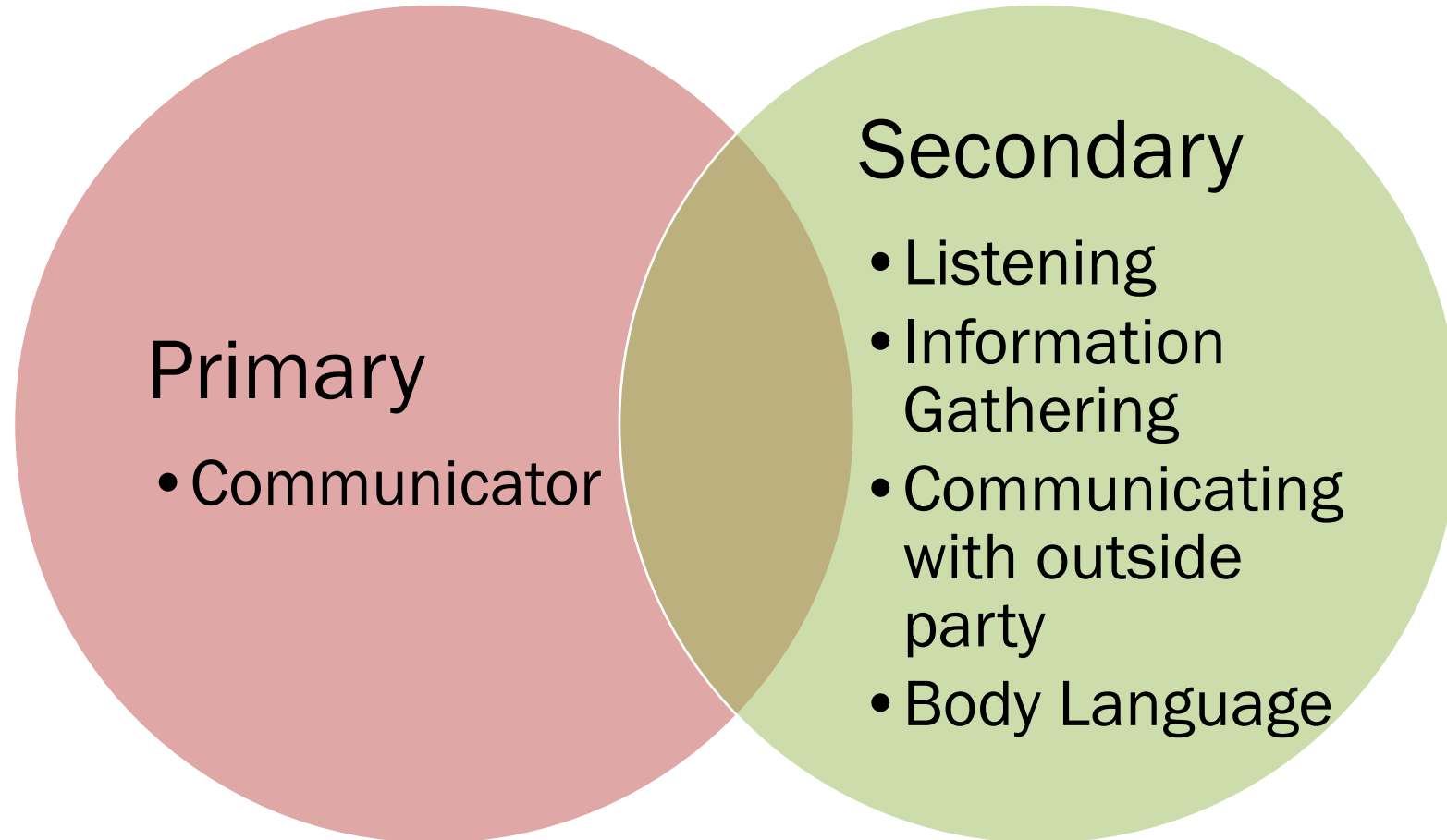
**Boise Police Department - Behavioral Health Unit**

# Learning Objectives

- **Predict/recognize situations in which potential verbal and physical abuse by a patron**
- **Provide tools to help you de-escalate a volatile situation**
- **Provide a safe environment for you to work in**



# Work as a Team



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# Body Language

- ABCs
- My Face
- My Body
- My Tone
- My Proximity



# Listening Stance

Eyes  
Ears  
Gut

- “Seek first to understand, then to be understood” (Covey)
- Allow Silence
- Use Active Listening skills
- Encourage
- Clarify
- Restate
- Reflect
- Validate



## Universal Greeting

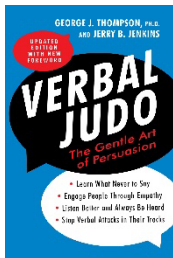
- Give an appropriate greeting
- Introduce yourself and your affiliation
- Give the reason for the contact
- Ask a relevant question

## Beyond Active Listening

- Listen
- Empathize
- Ask to Clarify
- Paraphrase
- Summarize

## Persuasion Sequence

- Ask – Don't Tell
- Explain Why
- Offer Options, Not Threats
- Give a Second Chance
- Take Appropriate Action



# Persuasion Sequence

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1. Ask – Don't Tell
2. Explain Why
3. Offer Options, Not Threats
4. Give a Second Chance
5. Take Appropriate Action





# Key Points

- ABCs - Always Be Cool
- Slow Down
- Make your Brain Smarter than your Ego
- No Magic Words
- Not a one size fits all solution



# References

- **Covey, Stephen R. The 7 Habits of Highly Effective People: Restoring the Character Ethic. [Rev. ed.].** New York: Free Press, 2004. MLA (9th ed.)
- **Thompson, George J. ... Verbal Judo: The Gentle Art of Persuasion. [Rev. ed.].** New York, Quill, 2004.