ECHO IDAHO:
Behavioral Health in Primary Care

De-Escalation Outside of the Clinical Setting

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None of the planners or presenters for this educational activity have relevant financial relationship(s) to disclose with ineligible companies whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.
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
De-Escalation 101

Brain

Body

Strategy

Verbal

Techniques

After Action
Work as a Team

Primary
• Communicator

Secondary
• Listening
• Information Gathering
• Communicating with outside party
• Body Language
Body Language

• ABCs
• My Face
• My Body
• My Tone
• My Proximity
Listening Stance

• “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

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
