



LOUISIANA HOSPITAL ASSOCIATION

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Keeping the Peace in the Practice

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Objectives

- The participant will be able to identify at least 1 characteristic of each stage of conflict.
- The participant will be able to describe at least 1 strategy to de-escalate a situation within each stage of conflict.
- The participant will be able to discuss at least one method of effective staff training on identification and de-escalation of aggressive behavior.



YOUR ATTITUDE is half the battle

Body language speaks louder than words!



- Posture
- Gesture & Facial Expressions
- Eye Communication

*Attitude?
What Attitude?*

Can you hear me now?

Listen to understand




“Most people listen with the intent to reply and do not listen with the intent to understand.”

Levels of Listening

- Ignoring another person
- Pretending to listen
- Selective listening
- Attentive listening
- Empathetic listening



Communicating verbally



**YOU HAVE
A VOICE**
HOW ARE YOU GOING TO USE IT?

Stages of Conflict

- Anxiety
- Verbal Aggression
- Physical Aggression

Anxiety

Characteristics:

- Head down
- Flushing
- Rubbing hands
- Shallow breathing
- Sweaty palms or brow
- Nervous laugh
- Veins appear
- Dry mouth, swallowing
- Knee bouncing
- Finger tapping
- Touching nose
- Playing with hair

Triggers of Anxiety

Internal

- Frustration / Anger / Fear
- Disappointment / Sorrow
- Jealousy
- Psychosis
- Distrust
- Depression / Fatigue
- Losing Control

External

- Your body language
- Third party
- Cornering
- Heat
- Fear of injury / pain
- Job loss
- Long lines
- Drugs

Managing the Anxiety



Verbal Aggression “Testing Stage”

Characteristics:

- Red face
- Lips pressed forward
- Prolonged eye contact
- Quick, deep breathing
- Excessive salivation
- Head/shoulders back
- Standing tall as possible
- Hand pumping
- Finger pointing
- In/out personal space
- Yelling/cursing
- Pounding fists
- Kicks door/floor

Triggers of Verbal Aggression

- Feeling threatened
 - Physically
 - Emotionally
 - Self esteem/dignity
- Being insulted/demeaned
- Frustration
- Paranoid or schizophrenic



Phrases to Avoid

- “Calm down”
- “Be reasonable”
- “You’re wrong”
- “This is for your own good”
- “Our policy is”
- “I can’t”
- “Because I said so”



Managing Verbal Aggression

Stay calm

Initially:

- Use Silence
- Allow Person to Vent
- Supportive Stance

Secondary:

- Maintain eye contact
- Assertive Stance
- Use Individual's name
- Set Limits



Physical Aggression

Characteristics:

- Face color becomes lighter
- Eyebrows drop
- Lips tighten over teeth
- Jaw clenching
- Rapid deep breathing
- Verbalization changes
- Change of stance
- Bobbing/rocking
- Looking at target
- Settling of body

Triggers of Physical Aggression

- Endangered
- Threatened physically
- Treated unjustly or rude
- Provoked/irritated



Managing Physical Aggression

- Defensive stance
- Direct eye contact
- Head and shoulders straight
- Hands bladed
- Defensive verbal commands



Art of Distraction



- Body language
- Verbal Commands
- Throwing an object
- Dropping an object
- Moving

Regaining Control

- Putting hands up
- Saying “I give up”
- Tone/volume voice calms
- Eyebrows may lift and lower
- Grooming gestures
- Rubbing hands
- Moving into other people’s space
- Handshake
- Backs off
- Turns back
- Fall to floor



Training your Staff

- Violence/De-escalation course
 - Full course; depends on role in organization
 - Annual
- Mental Conditioning
- Debriefing
- Monthly In-service



Questions?

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