



Compass Health
Network

De-Escalating a Situation

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Types of Challenging Conversations

- Mental Health Disorders
- Anger/Frustration
- Confusion

What are some others from your experience?

Co-occurrence and Cause

- The three listed can not only occur at the same time, but also be the root cause of each other
- The state of someone's mental health can and will affect their mood and emotional responses

Keep this in mind as you follow the next slide

Steps of De-Escalation

- Speak **slowly** and **confidently** with a gentle, caring tone of voice.
- **Do not argue** or challenge the person.
- Never threaten.
- **Do not raise** your voice or talk too fast.
- Use **positive words** instead of negative words.
- Stay **calm** and avoid nervously getting worked up.
- Try to **be aware** of what may increase the person's fear, anxiety, and aggression.
- **Pause**, if needed, during the conversation. 1

Unsafe Situations

- Suicide Plan
- Domestic Abuse/Violence
- Child Abuse/Neglect
- Elder Abuse/Neglect

All of these should be reported and/or remain with them until help is received

Links to helpful resources

- Mental Health First Aid <https://www.mentalhealthfirstaid.org/>
- Mental Health America <https://www.mhanational.org/>
- SAMHSA Treatment Referral Helpline, 1-877-SAMHSA7 (1-877-726-4727)
- National Alliance on Mental Illness <https://www.nami.org/Home>
- National Suicide Prevention Lifeline 1-800-273-8255
- Crisis Text Line: Text MOSAFE to 741-741
- Compass Health Network Local Crisis Line: 888-237-4567
- National Domestic Violence Hotline: 1-800-799-7233
- Missouri Child Abuse and Neglect Hotline: 1-800-392-3738 (Non-Mandated Reporters)
- Missouri Elder Abuse Hotline: 1-800-392-0210

Self Care

- No one is a superhero, take time for yourself
- If you have an EAP, always remember to utilize that
- Your own mental and emotional state are equally as important

Self Care (Continued)

- Vent to someone if you need to (of course keep HIPAA in mind)
- Help others
- Beware of using substance to cope (such as alcohol)
- Connect with others

STOPP© Program

- **Stop:** Just pause a moment
- **Take a breath:** Notice your breathing as you breathe in and out. In through the nose, out through the mouth.
- **Observe:** What thoughts are going through your mind right now? Where is your focus of attention? What are you reacting to? What sensations do you notice in your body?
- **Pull Back:** Put in some perspective! Don't believe everything you think. What is the big picture?
- **Practice What Worked / Proceed:** What is the best thing to do right now? 2



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Information Sources

- Information on De-Escalation gathered from the Mental Health First Aid ₁ Course
- STOPP© Program ₂