



## Continuous Improvement Training for Employers

### TRAINING FOR INCUMBENT WORKERS



## CRISIS PREVENTION and DE-ESCALATION in HEALTHCARE SETTING

### Person-Centered Approach to a Person Displaying Crisis Behavior

- + Limit-Setting Strategies
- + Safety Interventions
- + Disengagement Techniques De-escalating Risk Behaviors
- + Verbal Intervention
- + Empathetic and Non-judgmental Approach
- + Respecting Personal Space
- + Using Nonthreatening Nonverbals (gestures, tone of voice, facial expression, movements)
- + Avoiding Overreaction
- + Focus on Patient's Feelings
- + Avoiding Challenging Questions
- + Setting Behavior Limits
- + Offering Options to Patient vs Insisting
- + Helping Patient to Reflect on Situation
- + Allowing Patient Time to Make Decisions
- + Inclusive and Culturally Sensitive Approach
- + Recognizing opportunities for Post-Crisis Learning