

DE-ESCALATION

DE-ESCALATION REFERS TO BEHAVIOR THAT IS INTENDED TO ESCAPE ESCALATIONS OF CONFLICTS. IT MAY ALSO REFER TO APPROACHES IN CONFLICT RESOLUTION. ESCALATIONS OF COMMITMENT ARE OFTEN HARD FROM SPIRALING OUT OF PROPORTIONS WITHOUT SPECIFIC MEASURES BEING TAKEN.

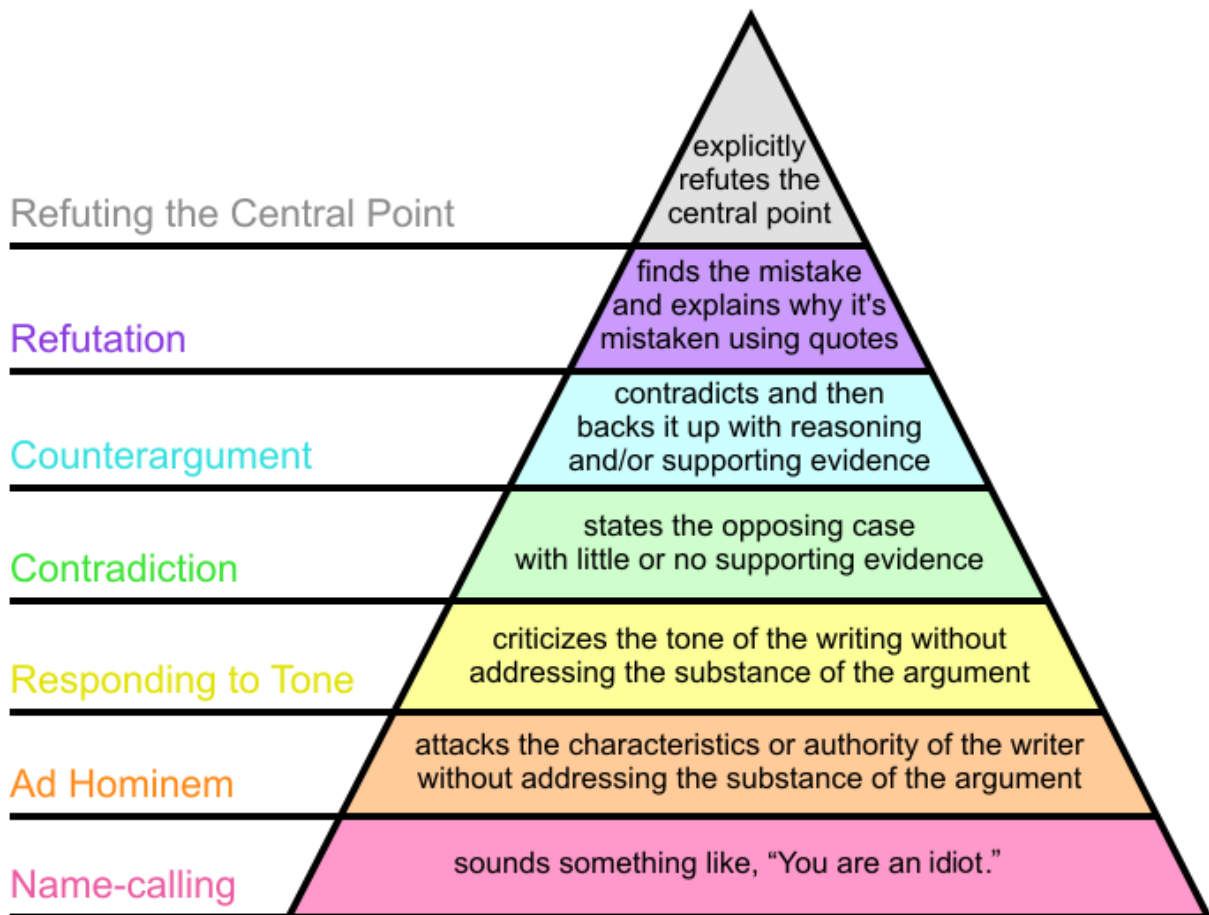
IN OUR OPERATING ENVIRONMENT, WE ARE TALKING ABOUT ESCALATION IN RELATION TO:

MANAGING CONFLICT BETWEEN RESIDENTS OR CLIENTS.

MANAGING A CRISIS, A RESIDENT OR CLIENT MIGHT BE HAVING.

DID YOU KNOW THAT IN MOST CASES, YOU CAN PREVENT ESCALATION OF DISRUPTIVE BEHAVIOR WITH YOUR OWN NONVERBAL BEHAVIORS? THE ABILITY TO ORGANIZE YOUR THINKING AND CALMLY RESPOND ARE EFFECTIVE DE-ESCALATION TECHNIQUES THAT CAN HELP YOU AVOID A POTENTIAL CRISIS.

GRAHAM'S HIERARCHY OF DISAGREEMENT



TRAINING WILL HELP IN THIS AREA.