

**Ghostbusters,
Rainbows and Unicorns, Speed
Dating, and How
They All Work Together**

-or-

De-Escalation – A guide to what we do, or don't do,
or perhaps its all doo doo.

-Officer Chris Stoaks

Disclaimer

- I am not funny.
- Let us not take ourselves too seriously.
- Its not about us.
 - Humility
- Except when it is.
 - Safety first
 - Relationship vs Forced Custody

Firm Compassion

**Everyone you meet is
fighting a battle
you know nothing about.**

Be kind. ♥ Always.

~ Ian Maclaren

*
Dad

Learning Objectives

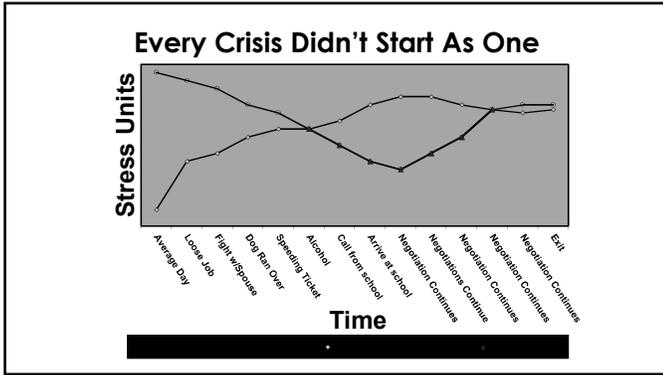
- Understand how **Stimulus/Stress** and **Ability to Cope** interact to create crisis situations
- Understand how to manipulate **Stimulus/Stress** and **Ability to Cope** to defuse crisis situations
- Identify and address the **Physiological, Environmental, Psychological,** and **Cognitive** obstacles to clear thought, communication, and de-escalation
- Identify, dissect, and understand **composite emotions**
- Understand the fundamentals of **Emotional Prediction**

Our Goals:

- Defuse intense emotions
- Return the person in crisis to a more normal functioning level
- Establish rapport
- Gain intelligence

Don't Cross The Streams!
The graphing of a crisis.





Splitting the Streams

Improving the subject's ability to cope while reducing stress

- Active Listening
- Emotional Labeling
- Affirmation / Esteem building
- Reassurance

Identifying and Dealing with the:

Physiological barriers to clear thought, communication, and de-escalation

- Fight or Flight – elevated pulse, rapid breathing.
- Alcohol/Drugs
- Exhaustion/Fatigue

* Red Rider

Environmental obstacles to clear thought, communication, and de-escalation

- Loud background noises
- Poor phone connection
- Third party persons with subject
- Persons of authority - Us

Psychological barriers to clear thought, communication, and de-escalation

- Mental Illness
- Prejudices
- Social/Peer Pressures
- Fear of harm
- Fear of Consequences
- Fear of Embarrassment

Cognitive barriers to clear thought, communication and de-escalation

- Different languages
- Low level comprehension
- Alcohol / Drugs

Non-Verbal Communication
-Or-
What did you say to me?



* Shirt

Put your MIND
Where your
MOUTH
Is

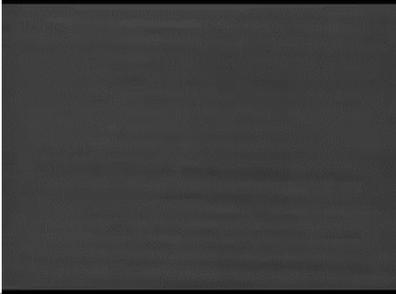
Non-Verbal Communication

- %93 of communication is non verbal
- Stance
- Appearance
 - Who do you remind them of
- Facial Expressions
- Eye contact

- Physical Presence
 - Gender
 - Size
 - Numbers of people
 - Professional status

- Personal Space
- Movement
- Touch

Slowing It All Down



*
Timer

Let the immortal wisdom of Mick Jagger be your mantra.



The only thing we have control over is

OURSELVES

Marshal Billy had it right



Exhibit the non-verbals you wish to see.

- Physically relaxed
- Calm/Compassionate tone
 - Tone must fit the situation
- Slow cadence of speech
- Non-confrontational stance
- No excessive eye contact
- Kind Eyes

All of this is for nothing if it is not genuine. . . . Sigh and let it go....

The Elephant in the Room



The not so obvious elephant in the room



* Hospital Ernie

Rainbows and Unicorns
-or-
The Colors of Emotion

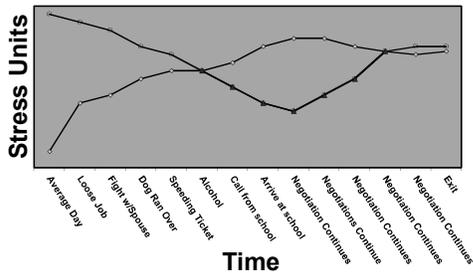


What we Know:

- 90% of crisis situations are emotionally driven
- People who can make clear statements about feelings are in a better position to control their feelings
- When we reflect someone's feelings, we are perceived as empathetic and understanding

* Narcissist

Every Crisis Didn't Start As One



The Stress Balloon



What are they feeling?

“A negative emotion which is not expressed will not go away.”

- Intelligence Gathering
 - Triggers
 - Hooks

Assertion :

Taking the Liberty and Initiative to communicate.

Active Listening

The Rules

- Seek to understand before you seek to be understood.
- Be non judgmental
- Give your undivided attention to the speaker
- Use silence effectively
- Don't try to fix it!

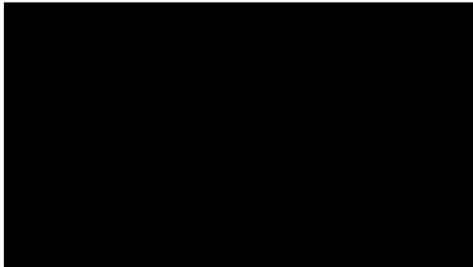
* Permit ourselves to understand

Do you want to be right?
or
Do you want to be successful?

- **Pride** is concerned with who is right.
- **Humility** is concerned with what is right.
- It is not about thinking less of yourself, it is about thinking about yourself less.

* Tullain FD
©b. 1987, 1990

What's it all about?



Loss = Crisis

What do they believe they have lost or will lose?

- status
- relationships
- means
- quality of life
- property
- hopes and dreams

Active Listening Tools

- Open ended questions
 - Broad/Not specific
- Clarification questions
- Minimal encouragers
 - Uhuh, yeah

* John and the Heartless Bastard

Active Listening Tools (cont.)

- Reflecting – “What I hear you saying is”
- Paraphrasing/Summarizing
- Effective pauses/silence
- Repeating their last 3-5 words

* Play with your food
Freeman's daughter

Things **NOT** to say:

- “Calm down”
- “I understand”
- “You shouldn’t” or “You Should”
- “but” = judgmental
- “Why?” = interrogation

Psychological Grounding

- Bringing them back to the "here and now"
 - **Sensory**
 - Are you cold?
 - Did you hear that?
 - Does that hurt?
 - **Cognitive**
 - I like your hat. Where did you get it?
 - What kind of music do you listen to?
 - That's a cool tattoo, what does it mean to you?

*TIP

The Emotions of Crisis

- or-
Primary, secondary, and tertiary?
- or-
Is "sea foam" green or blue?



Emotional Labeling

- Empathy, not sympathy.
- When we NAME the emotion, we TAME the emotion.
(or maybe curb a behavior)

"You sound/seem _____"

"When you _____ I feel _____"

The Words We Use

Sad, angry, scared, worried, mad, proud, happy, ashamed, regretful, depressed, . . . blah, blah, blah

“I can tell you are upset.”

We know the words we use but do we know what they are feeling?

A Recipe for Emotion

Is Anger a true emotion, or is it a reaction to or a composite of other emotions?



* Bug Crash

Dissecting Complex Emotions

Can we de-escalate a crisis more easily by dissecting the complex emotions and dealing with each primary emotion separately?



* Jeff and Break

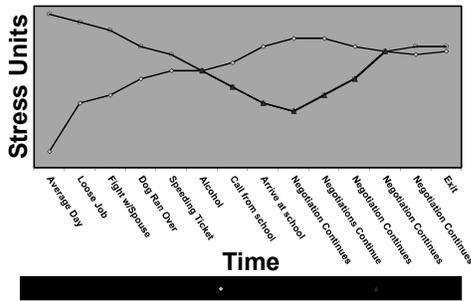
Speed Dating

-or-



Making the connection

Every Crisis Didn't Start As One



Emotional Prediction

Knowing the emotional response your words will provoke

- We connect quickest with those who affirm us or support our self esteem
- We shun those who do not support our self esteem

If you're fishing for people, you've got to use the right bait.



- Criticism is futile because it puts a person in a defensive perspective by injuring their pride.
- The only way to get someone to do something is to make them want to do it. Forced compliance vs behavioral change.
- Every act you have ever performed, you did because you wanted something.

* Todd at the ropes and mad scientist

The Math of Feeling Good

$$\text{Self Esteem} = \frac{\text{Successes}}{\text{Attempts}}$$

Methods to connect and build/protect their self esteem

- The sweetest sound
 - The last thing they hear from you
 - Set your partner up for success when you switch up
- Simplify your speech/speak their language (if you dare)
- Recognize their discomfort and praise/encourage them

* Rod and the milk

- When not to change the subject
 - Let them build their own self esteem
 - Use this information as a tool later
- How to change the subject, when you must
 - Link the transition to what they just said.
- Stretch the praise
 - "Good boy!" vs "What a good dog!"

* NISCAR

- Vicarious complements
 - It means more when it isn't said to them
 - Publicly Praise what they're proud of
- Find the intangible villain
 - Not a real person
 - The thing that made them do this
- Thank them again later

* JAMES

Emotional Prediction

- Being able to connect with another person by consciously predicting that person's emotions and reactions to whatever you say or do, and then acting with purpose.

What we have done (if everything went right)

- 1 – We used Active Listening
- 2 – We showed Empathy
- 3 – We developed Rapport
- 4 – Which gave us Influence
- 5 – We helped change behavior

What we have learned today. . . . maybe

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Recommended Reading

- How to Win Friends and Influence People
 - - Dale Carnegie

- How to Instantly Connect With Anyone
 - - Leil Lowndes



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Be kind.
Always.

- Ian Maclaren

Questions?



Please take time to give us some feedback:

<https://www.surveymonkey.com/r/TH5B8YV>

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