

DE-ESCALATION

TECHNIQUES/

PHYSICAL RESTRAINT

Excellence in Safe School Operations

**TWO IMPORTANT CONCEPTS**

* Reasoning with an enraged person is not possible
* De-escalation techniques are abnormal

**THREE PARTS TO BE MASTERED**

YOU HAVE TO BE IN CONTROL…..OF YOU

* Appear calm; centered, and self-assured even though you don’t feel it. Relax facial muscles and look confident. Your anxiety can make the person your dealing with more unstable
* Use a modulated, low monotonous tone not what comes naturally
* If you have time, remove any article of clothing that could be used against you
* Do not be defensive-even if the comments or insults are directed at you
* Be aware of any resources available for back up. Know that you have a choice to call 911

THE PHYSICAL STANCE

* Never turn your back for any reason
* Always be at the same level; Encourage them to sit down
* Allow extra physical space between you
* Do not stand full front. Stand at an angle
* Do not maintain constant eye contact
* Do not point or shake your finger
* Do not smile
* Do not touch even if that is considered normal
* Keep hands out of your pocket, up and available
* Do not argue, or try to convince
* Do not be parental….join the resistance

DE-ESCALATION DISCUSSION

* Remember there is no content except trying to calmly bring the level of hostility down
* Do not get loud or try to yell over a screaming person
* Respond selectively; answer all information no matter how rudely asked but refuse to answer abusive questions
* Give choices where possible in which both alternatives are safe ones (Continue calmly or prefer to stop and come back tomorrow)
* Empathize with feelings but not the with the behavior (Right to be angry but not to threaten)
* Do not solicit how a person is feeling or interpret feelings in an analytic way
* Wherever possible tap into the persons cognitive mode (Not: Tell me how you feel But: Help me to understand what your saying to me-can’t attack when teaching)
* Suggest alternative behaviors (Take a break and get some…)
* Give the consequences of inappropriate behavior without threats or anger
* Trust your instincts

**PHYSICAL RESTRAINT—NUTS AND BOLTS**

Important Concept: It has to be dangerous situation, and if you have to ask, it isn’t.

* What isn’t acceptable (Unacceptable Holds,
* Verbal commands first
* One Person Restraint Technique: Basket Hold Standing/Floor
* Two Person Restraint Technique: Wrist and Shoulder/Floor (3rd Person)
* The absolute worst in restraint possibilities