



MODULE 18. VERBAL DE-ESCALATION SCENARIOS

Role Play Feedback Observation List – Things to Look for During Scenarios

Use of Communication Skills

Active listening – Open-ended questions, restatement, reflection, summary

Body language – tone, presence, attention, distance

Empathy – listen, validate, positive reinforcement

Use of Strategies

Strategies:

- Slow things down
- Test compliance
- Provide structure
- Gather information
- Give choices

The “Four Plays”

- Give your name
- Get their name
- Identify emotion
- Provide summary

Effective Demonstration of Skills and Strategies – Participants must have...

- Introduced self and got the person’s name
- Used non-threatening body language
- Used a calm, even voice tone
- Appeared genuine and caring
- Showed empathy and respect
- Repeated statements or questions as needed
- Demonstrated listening skills
- Did not interrupt
- Was reassuring, creating a sense of safety
- Used restatement, reflection, and summarizing – they identified feelings and could summarize what was being said
- Used methods of communication that promoted the person’s preference or made it easy to understand what they are saying
- Offered resolutions after building rapport

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