

PMDB

VIDEO II

Verbal and Nonverbal Interventions

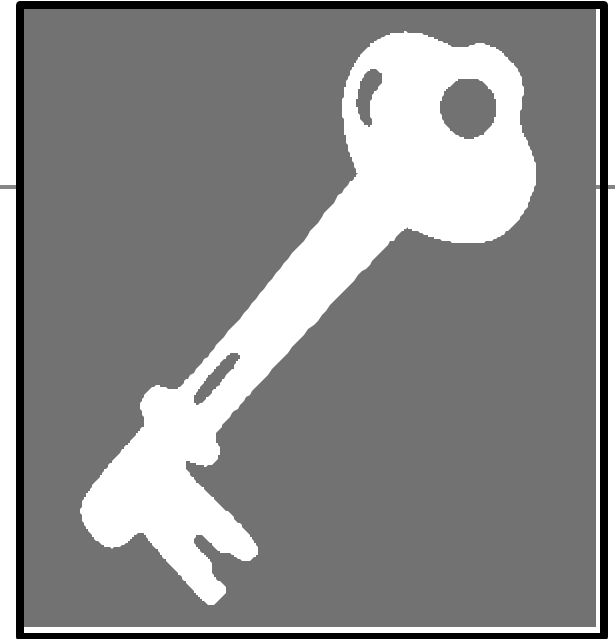
Interpersonal Effectiveness

one of the 8 core competencies

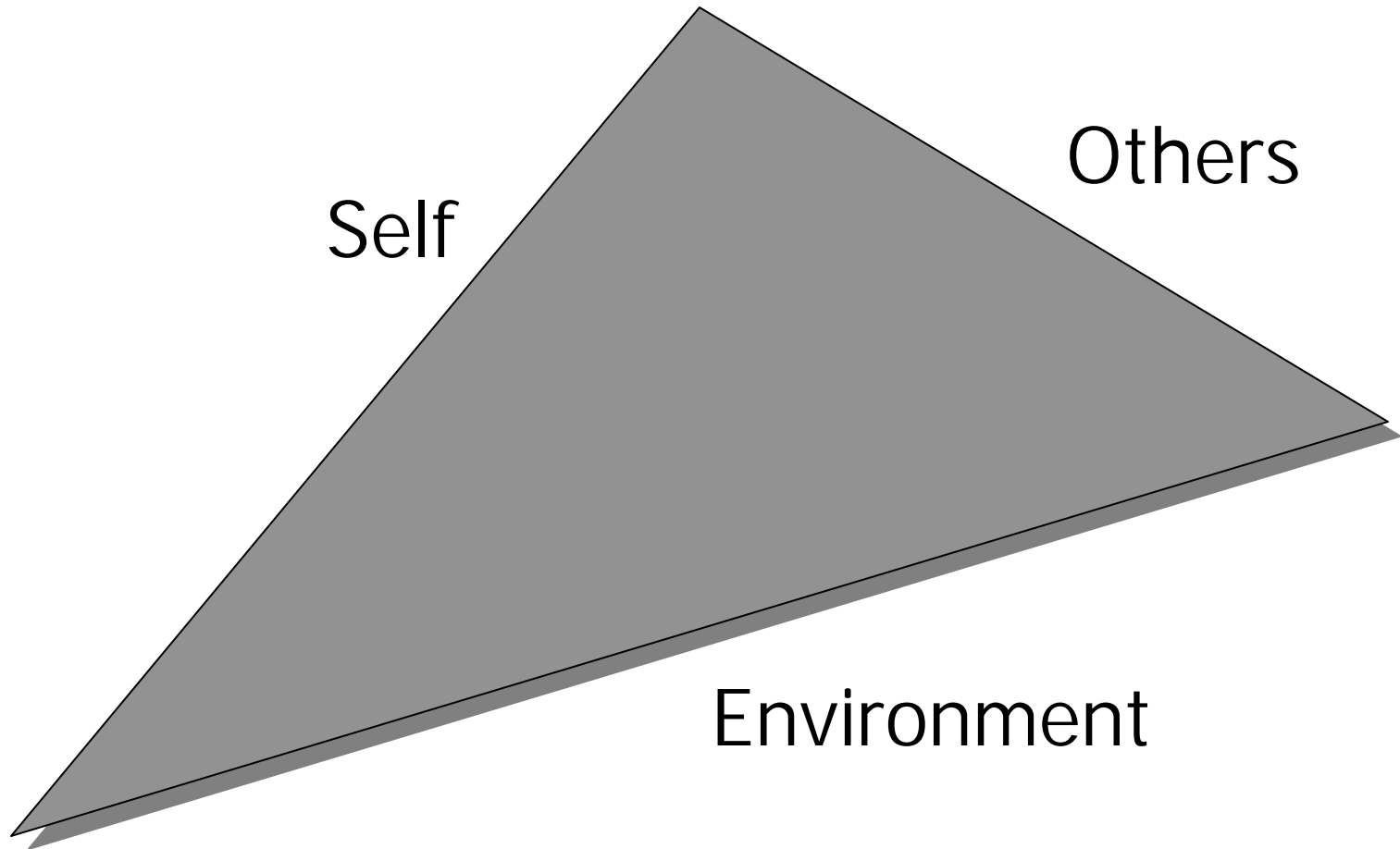
- **Builds and Sustains Positive Relationships**
- **Handles Conflicts and Negotiations**
- **Builds and Sustains Trust and Respect**
- **Collaborates and Works Well with Others**
- **Shows Sensitivity and Compassion for Others**
- **Encourages Shared Decision Making**
- **Honors Commitments and Promises**

PREVENTION is the KEY

- **Intervene at Lowest Level of Stress**
- **Early Recognition of Escalation**
- **Early Intervention**
- **Ongoing Assessment**



ONGOING INTERACTION AND ASSESSMENT



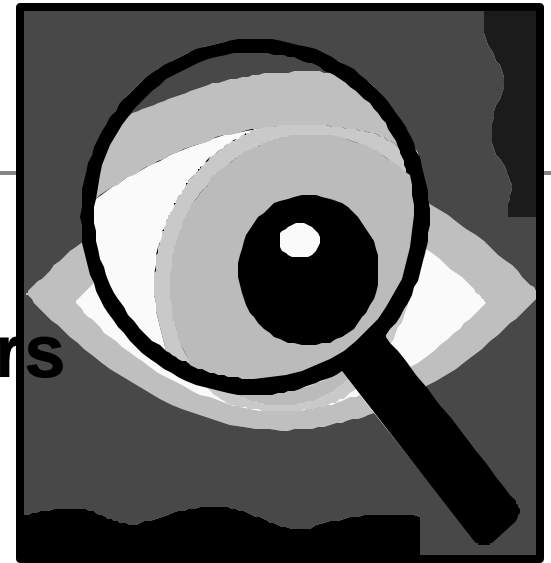
ASSESSMENT OF PERSONS

- Pacing
- Appearing Fearful or Anxious
- Appearing Agitated or Angry
- Appearing Stressed or Threatened
- Acting Suspicious or Hostile
- Any Change in Behavior
- Potential Weapons



ASSESSMENT OF PERSONS

- **Clenched Fists**
- **Approaching / Avoiding Others**
- **Nonresponsive to Directions**
- **Challenging or Threatening Others**
- **Stating a Plan of Intent to Harm Others**
- **Slamming Doors / Pushing Furniture**
- **Talking Loudly / Swearing**

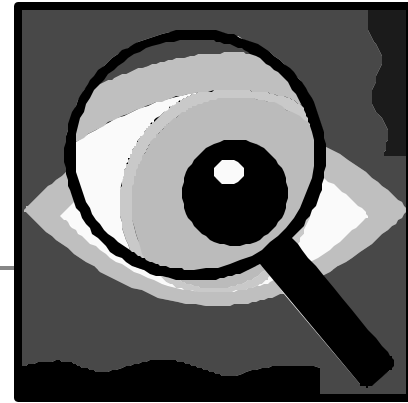


ASSESSMENT OF PERSONS



- **Physical Appearance**
 - **Hygiene, Clothing, Odor, Intoxicated**
- **Claims of Mistreatment**
- **Behavior Doesn't Match What is Being Said**
- **Blames Others for Problems**
- **Significant Dates / Anniversaries**
- **Cultural / Generational Uniqueness**

ASSESSMENT OF SELF



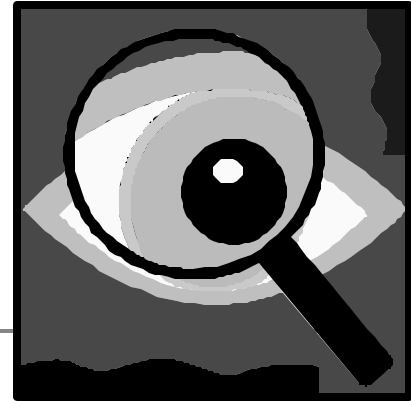
- How am I reacting?
- How's my tone of voice? Defensive?
- How's my body language and posture?
- Check Personal Space
- Am I wearing anything dangerous?
- What do I look like to Others?
- Pay Attention to "Gut" Feeling

ASSESSMENT OF ENVIRONMENT



- **Work Areas – Items as Potential Weapons**
- **Arrangement of Furniture**
- **Available Exits**
- **Confusion / Noise / Overcrowding**
- **Temperature of Room**
- **Time of Day / Shift Change**

ASSESSMENT OF ENVIRONMENT



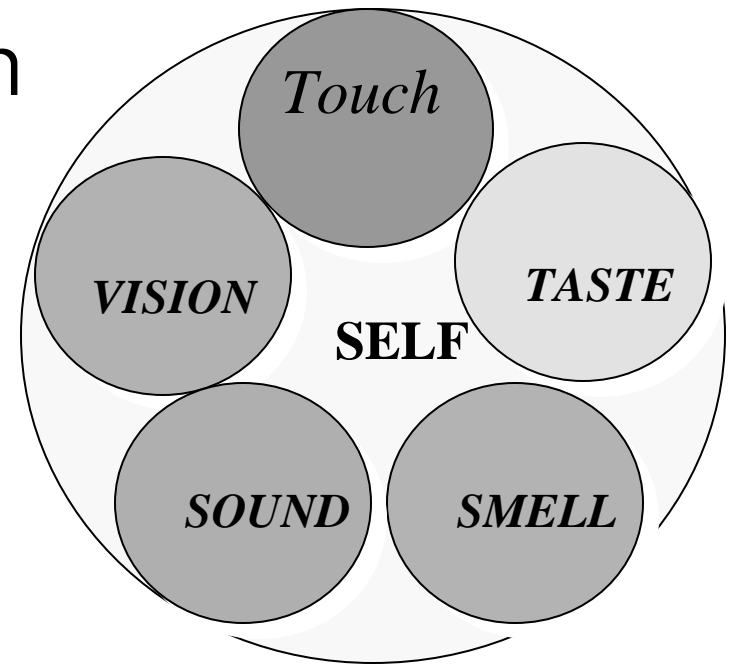
- **Audience – Isolate Situation, Not Yourself**
- **Parking**
- **Current Events – Economy, Disasters, Holidays**
- **Seasonal Changes – Hurricanes, Tornadoes**
- **Weapons on Person – ASK! And ASK if More!**
- **Facility Emergency Phone Number**

LEVELS OF STRESS

Stress Level	Staff Action
Moderate Stress	Verbal Intervention
Severe Stress	Limit Setting
Panic	Personal Safety Skills or Therapeutic Containment
Tension Reduction	Therapeutic Rapport

NORMAL STRESS LEVEL

- Perceptual Field Keen
- Taking in All Environment
- Processing Information

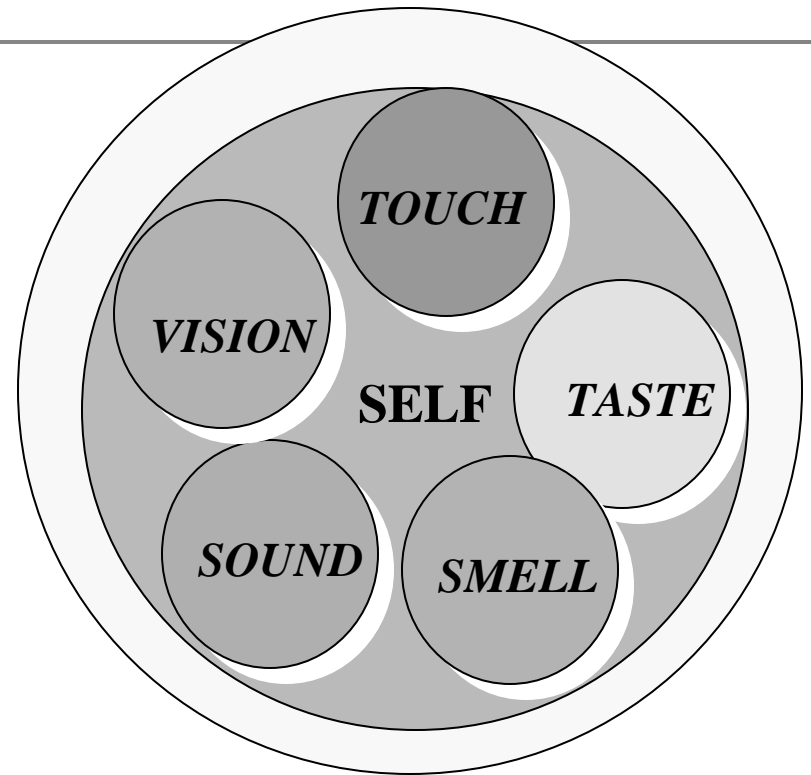


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MODERATE LEVEL OF STRESS

- Perceptual Field Narrows
- Focusing on Here and Now
- Not Taking in as Much Information



VERBAL INTERVENTIONS

Moderate Level of Stress

- **Encouraging Verbalization**
- **Identifying the Problem**
- **Providing Reassurance**
- **Focusing on Problem Solving**
- **Providing Alternatives**

NONVERBAL INTERVENTIONS

Moderate Level of Stress

- Use Active Listening
- Convey Calmness
- Project Empathy

NONVERBAL INTERVENTIONS

Moderate Level of Stress



- **Respect Personal Space**
- **Convey Willingness to Help**
- **Convey That You Are In Control**
- **Demonstrate Supportive Body Language**

ALTERNATIVE INTERVENTIONS

- Walking
- Working out in the Gym
- Offering a Cold Beverage
- Listening to Music
- Relaxation / Visualization
- Exercises
- Use of Quiet Room
- Medication

