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## THE UNIVERSE OF CHALLENGES...

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WHAT KINDS OF CHALLENGING BEHAVIORS DO YOU EXPERIENCE?

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## COMMONALITIES

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**\* ALL BEHAVIOR HAS A PURPOSE \***

PASSIVE DIFFICULT BEHAVIORS

ACTIVE DIFFICULT BEHAVIORS

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# A MULTITUDE OF DIFFERENCES

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A LITTLE NEUROSCIENCE  
 IMPACT OF THINKING & COMMUNICATION STYLES  
 HEURISTICS, BIAS, & HABITS

5

# INTERVENTION STRATEGIES

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## DON'T:

- IGNORE THE BEHAVIOR – IMPACT ON EVERYONE
- GET DRAWN INTO AN EMOTIONAL SPACE
- TRY TO BE THEIR THERAPIST
- ENABLE BAD BEHAVIOR

## DO:

- MAKE THEM AWARE OF PROBLEM
- BE CLEAR ON WHAT YOU NEED TO SEE
- ASSESS EXTENT THEY HAVE NEEDED SKILLS - TRAIN
- RECOGNIZE AND REINFORCE DESIRED CHANGES
- KEEP FOLLOWING UP

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## CHALLENGING CONVERSATIONS

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WHAT MAKES THESE CONVERSATIONS SO CHALLENGING?

WHY DO WE TEND TO AVOID THEM?

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## THE SILVER BULLET (MAYBE)

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- PREPARE
- PLAN
- PRACTICE
- TREAT WITH RESPECT
- ASK WHY
- DON'T LET THEM PULL YOU INTO AN EMOTIONAL PLACE

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## CULTURE, ANGER, AGITATION, AND DE- ESCALATION

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- THERE IS NO PROFILE OF AN ACTIVE ASSAILANT, BUT THERE IS A COMMON BEHAVIORAL CHARACTERISTIC: SOCIALLY ISOLATED
- PEOPLE DON'T JUST SNAP – THERE ARE SIGNS
- “*DISCONNECTION IS THE DISEASE; CONNECTION IS THE CURE.*” DR. POLLACK, HARVARD
- HOW DOES YOUR DEPARTMENTAL CULTURE REINFORCE CONNECTIONS AND AWARENESS OF ALL EMPLOYEES?

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## DE-ESCALATION INTERVENTION STEPS

ANXIETY TO HIGH ANXIETY TO AGITATION TO AGGRESSION PATHWAY

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- |               |                          |
|---------------|--------------------------|
| • LISTEN      | • CLARIFICATION          |
| • ACKNOWLEDGE | • CHOICES & CONSEQUENCES |
| • AGREE       | • SEQUENCE QUESTION      |
| • APOLOGIZE   | • SUGGESTIBILITY         |

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## QUESTIONS?

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Dan Pink DRIVE – Motivation: <https://www.youtube.com/watch?v=u6XAPnuFjlc&t=174s>

Active Shooters – FBI study of pre-attack behaviors

<https://www.fbi.gov/file-repository/pre-attack-behaviors-of-active-shooters-in-us-2000-2013.pdf/view>

Short online course for advanced de-escalation techniques: <https://vimeo.com/224486014>

DiSC overview: <https://www.discprofile.com/what-is-disc/overview/>

*The Power of Habit: Why we do what we do in business and life* (Charles Duhigg)

*The Speed of Trust: The one thing that changes everything* (Stephen Covey)

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