De-Escalation Skills Part 2
Interaction Model, Blending, and Self-Care
Rural Teleconference for ACRF
Jonathan Bower
Training Specialists at Denali Family Services

Left blank for notes:
Therapeutic Approach

Every Interaction

Exploitive Approach

I win, You win
You’re worth my time and energy
You’re important
You can....You’re competent

Assertive
Influencing
Nurturing

Regarded Self
Someone cares about me
Wanted, appreciated, loved

Connected and Safe
Secure, Competent

Caring, Invested
Open, Self-confident
Cooperative, Assertive

Messages

I win, you lose
You’re worth nothing
You can’t do anything right
You can’t, you’re incompetent

Aggressive/Passive Aggressive
Demanding, Abusive
Disregarded Self
No one cares about me
Unwanted, unappreciated,
Unloved

Identity Development

Experience of Self

Expression of Self

All material included adapted from the Managing Aggressive Behavior Curriculum and presented by MAB Instructor Jonathan Bower
Blending

- Based in the principles of “Aikido”
- Japanese characters for the “Ai” translate to English as “Blending” and Harmony"
- The “Ai” is represented on the cover of the participant manual
- Align and blend with the youth
- Effective with nonverbal, verbal, and physical interactions

Nonverbal Blending Techniques

1. Show a neutral face
2. Examine personal space
3. Arms down to the side or in front
4. Hands open and relaxed
5. Look at the person
6. Take slow, deep, easy breaths

Verbal Blending Roadblocks

- Ordering
- Threatening
- Preaching
- Lecturing
- Providing Answers
- Giving Advice
- Judging
- Excusing
- Diagnosing
- Teaching
- Prying

All material included adapted from the Managing Aggressive Behavior Curriculum and presented by MAB Instructor Jonathan Bower
Verbal Blending Behaviors

1. Be aware of feelings underlying the youth’s statement
2. Maintain assertiveness, avoid misusing power
3. Choose responses that are thoughtful and helpful
4. Keep in mind the goal: De-escalation
5. Responses are appropriate to age and developmental level

Verbal Blending Techniques

1. Say name with a calm, low voice
2. Pay attention to the following aspects:
   • Voice Tone
   • Voice Speed
   • Voice Volume
3. Use genuine non-judgmental statements or questions to explore feelings and concerns

Roadblocks to De-escalation

- Arguing
- Bullying
- Yelling
- Being inflexible
- Being sarcastic
- Making situation “personal”
- Ignoring initial signs of crisis
- Threatening, using authority
- Aggressive tone of voice
- Ridiculing/putting down
- Ignoring issues or complaints
- Discounting feelings or thoughts
- Ignoring self-control the person exhibits

All material included adapted from the Managing Aggressive Behavior Curriculum and presented by MAB Instructor Jonathan Bower
Managing Our Bodies and Emotions

**Physical**
- Health
- Nutrition
- Breathing
- Rest

**Emotional**
- Being wanted and belonging
- Effectively engaging with others
- Identify and express emotions

**Areas of Involvement**

```
Physical
Spiritual
Creative
Relaxation
```

All material included adapted from the Managing Aggressive Behavior Curriculum and presented by MAB Instructor Jonathan Bower