


DE-ESCALATION TOOLS
FOR FIELD SETTINGS



Guest Speaker: Aaron Lyons, M.A.

De-Escalation Tools for Field Settings

WELCOME!

A scenic mountain landscape with a dirt path leading up a grassy slope under a cloudy sky. The path is made of gravel and dirt, winding through green grass and small yellow and purple flowers. In the background, there are rolling hills and mountains under a sky with large, white, fluffy clouds. The overall tone is bright and natural.

“The kind of conversation
I am interested in is one
which you start with a
willingness to emerge a
slightly different person”

-Theodore Zeldin

TODAY'S AGENDA

1. Principles of Engaged Listening
2. Work Groups: Applying the Principles
3. Debrief & Discussion
4. De-Escalation in 4 Steps

We value...
38 responses




5 PRINCIPLES OF ENGAGED LISTENING

1. Listening and understanding is about *respect*, not about *agreement*.
2. Listen loosely to the *words* and tightly to the *meaning*.
3. Stay *curious* and *open*, rather than assuming and judging.
4. The other person will usually listen to you *after* (but only after) being heard and understood by you.
5. Listening is more an act of *will* than an act of *skill*.

Credit Carolyn Shrock-Shenk

WORK GROUPS (20 MIN)

1. 1-minute intros: Who are you? Where are you? What brought you here?
2. Apply the Principles of Engaged Listening to one of the scenarios provided (or a real one from your group).
 - What would it look like or sound like to work with the situation if you were paying attention to these principals?
3. If you're able, please come prepared to offer an example to the large group! (No pressure or obligation).

A large, leafless tree stands on a grassy hillside under a hazy, overcast sky. The tree is the central focus, with its intricate branch structure silhouetted against the light background. The foreground shows a mix of green and brown grass, suggesting a late autumn or winter setting. The overall mood is quiet and contemplative.

“Try never to ignore or talk away someone’s perception. Instead, try to understand where it is rooted.”

-John Paul Lederach



DE-ESCALATION IN 4 STEPS

1. Awareness

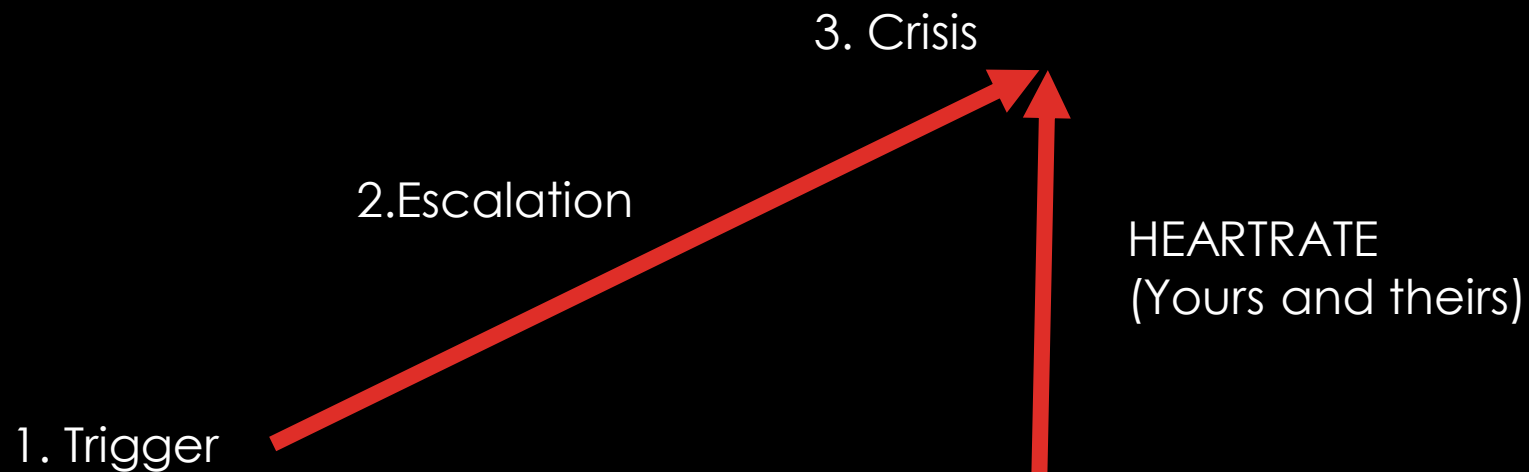
2. Containment

3. Problem-Solving

4. Follow-up

CONTAINMENT STRATEGIES

1. Intervene promptly!



CONTAINMENT STRATEGIES

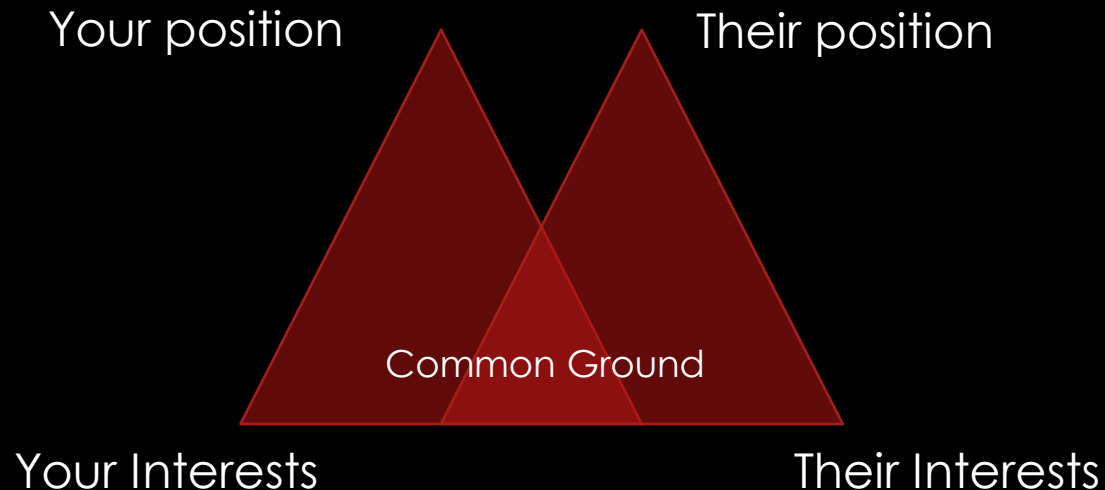
- Use names
- Listen
- Help them save face
- Change settings
- Give choices
- Use non-threatening language

POSITIONS VS. INTERESTS



PROBLEM-SOLVING

- **Work toward client empowerment:** Ask for ideas about what should happen next to put things right
- **State your perspectives when necessary**
- **Focus on interests, not positions**





Between stimulus and response, there is a space.
In that space lies your power and freedom to choose your
response. In your response lies your growth and your freedom.

-Victor Frankl



THANK YOU!

aaron@justoutcomesconsulting.com

www.justoutcomesconsulting.com