

PMT Associates, Inc.

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Presents

Verbal Interventions and De-escalation Strategies

(Designed by Dr. Ginger Blume & E. Lee Lowery)

The PMT program on “**Verbal Interventions and De-escalation Strategies**” (VIDS) helps staff interact with disruptive, challenging individuals in a practical and effective manner. The program is a collection of proven techniques and concepts that have worked for caregivers, mental health workers and educational professionals from a variety of agencies and disciplines. The **VIDS program** is designed to be both practical and hands on. Often, programs addressing the subject of de-escalation focus on theory and little on practical application. Not so with this program. While the **VIDS program** is research based, it is also participatory and highly interactive. Although the topic is serious, participants will also have great fun recognizing ineffective communication patterns they’ve developed over the years. They will also have engaging opportunities to experiment with new ideas and concepts, using proven adult learning strategies.

The **VIDS program** addresses verbal interventions and de-escalation strategies that relate to one or more of the four stages of a violent episode:

1. Prevention (Planning, Networking, Effective Listening)
2. Pre-violence (Calming Techniques, Arousal Control, Verbal Diffusion, Re-direction)
3. Violence (Power of Directive Statements, Choice-Giving, Face-Saving, etc.)
4. Post violence (Problem Resolution, Cognitive Reappraisal Skills)

The goals of the VIDS program are:

- To increase participant’s awareness of verbal and non-verbal communication.
- To *develop* sensitivity to others’ communication deficiencies.
- To increase staffs’ repertoire of skills for responding to aggression.
- To help staff manage their fear response in a crisis situations.
- To reduce the anxiety of others during stressful crisis situations.

The objectives of the VIDS program are:

- To assist staff in calming upset parents, students, clients, and thereby providing a safe environment for him/herself and others, while managing the aggressive or potentially assaultive individual.
- To increase staff self-confidence and competence when facing the angry/violent person.
- To increase confidence and security in staff member’s ability to manage crisis situations.
- To increase staff awareness and knowledge of psychological factors during crises and develop strategies for identifying and preventing the outbreak of aggression.
- To introduce staff to teachable skills for managing upset feelings.