Prevention, Intervention and Teamwork Training (PITT Course)

Before The Course Starts:
1. Move cursor to “Viewing Brendan Kings Desktop”
2. Click on “Chat” (Open’s messaging window for Q/A)
3. In that window find “Send To:” Click on arrow and scroll up to “Everyone” (This way your messages are seen in the WebEx for all to see)
4. Co-Host will have comments from time to time in this section as well (In conjunction with the audio portion)
5. The course will begin shortly!

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WebEx Course Procedures

- We Will Mute Your Microphone
  - (Blocks out background noise)

- Ask Questions Using The Chat Feature

- Please Listen In And Participate With The “Challenge Exercises” when prompted

- Follow Along With The Handouts (Posted on Intranet)

- Keep An Open Mind To Our Perspectives And Ideas 😊

- Stick Around For The Test!
Who are we?

- **Brendan King**
  - CEO / Developer / Instructor
  - Mental Health
    - Acute, Residential, adolescents, adults and children
  - Criminal Justice / Probation
  - USMC – OIF Veteran
  - Law Enforcement- Patrol / SWAT Operator
    - Approximately 17 years combined dealing with crisis situations

- **Amy Downes**
  - LSW / MSW with a clinical concentration
  - BSW with a concentration in communication
  - Assistant Developer / Instructor / Marketing Coordinator for CCG
  - Working in Mental Health over 19 years
PITT Course Learning Objectives;

- Provide a basic understanding of our crisis intervention model and theories regarding escalating behavior

- Discuss selected verbal intervention techniques to utilize before, during, and after a crisis

- Discuss how crisis may be diffused as a team
Employee Expectations During Crisis:

- If there is an event where someone is exhibiting verbally challenging behavior or is physically acting out, trained Hazelden staff are to immediately respond;
  - Using appropriate verbal intervention skills
  - Summoning further assistance within / to the area
  - Be sure to check with your facility to determine what emergency extension applies in your buildings
The goals of the intervention:

- Ensure the safety of patients, staff, and others
- Diffuse the situation using crisis intervention skills
- Assess and treat any physical injuries
- Facilitate appropriate treatment/continuing care planning
PITT Course - Prevention

How To Observe, Predict, And Identify Crisis Situations Before They Occur

(Client Centered / Staff Centered)
Defining Crisis;

Provide a brief definition of a crisis likely to occur within your workplace

(Open chat icon, and type in message area, click “Send”)

*CONFIDENTIAL FOR REVIEW ONLY*
What is a crisis?

- A traumatic or stressful event which involves an impending abrupt change
- An emotional, psychological, or physiological change within an individual which is often interpreted or perceived as negative or harmful
- When a person's ability to cope is exceeded (Hoff 1968)
Signs to Watch Out For

- Isolation / Withdrawal
- Crying or Tearful
- Nervous Energy
  - Shaking
  - Pacing
  - Wringing of Hands
- Irritability, Tense Affect
- Explosive, Loud, Boisterous, or Unexplained Behavior
- Preparing Personal Belongings
- Rearranging Furniture
Client Facial Expressions

*CONFIDENTIAL FOR REVIEW ONLY*
Client Body Language
-ALERT-

- Always
  - Every situation, every location, every day
- Listen
  - “Hear” what is going on around you
- Evaluate
  - Predict what may be a challenge, or crisis building
- Respond
  - With professional, consistent and confident conduct
- Try
  - Exhaust all appropriate options to avoid further escalation including knowing when to let go
Identification of character traits / behaviors staff may present that contribute to crisis situations

Can client crisis be triggered by staff behavior or specific attitudes?
Challenge Exercise

- What statements could a staff member make that would be considered “ineffective” when trying to calm an escalated person down?
- What statements could a staff member make that would likely be considered “effective”
Taking Your Own Inventory
(Am I the problem?)

- What did you bring in to work with you today?
  - Emotions, thoughts, worries, concerns, etc.

- Planned “Initial Interactions”
  - Starting off on a positive note

- Establishing rapport
  - Use every opportunity to build and improve it
Prevention Summary Questions

- According to Hazelden policy, what is the first goal of staff during an emergency or crisis?
  - Ensure the safety of patients, staff, and others in the area

- What is one of the definitions of crisis according to this course?
  - Any situation in which a persons ability to cope is exceeded

- What are some signs of crisis behavior?
  - Isolation; Nervous Energy; Explosive, Loud, Boisterous, Unexplained Behavior; Shaking; Pacing; Wringing of Hands; Nervous Tapping (Hands or Feet); Preparing of Belongings or the Environment;
PITT Course

- Intervention

Verbally In A Crisis
Patients often come to Hazelden because they want help;

- Those that choose to recover, do so on their own schedule, not yours
- Your words and actions may be the single factor that changes a patient's life forever
Dignity
- The quality of being worthy, honored, or esteemed

Respect
- An act of giving particular attention
- High or special regard
Dignity and Respect;

- When a patient becomes rude, sarcastic, or challenging, it often becomes more difficult to respond appropriately
  - Your responsibility is to remember that you are there to help
  - In the best and worst of times

- Think of a verbal response to the commonly heard statement below— one that demonstrates dignity and respect in your words;

  “You really don’t care what happens to me, you are just here for the paycheck!”
Verbal Intervention

The effective use of words, phrases, and/or statements that combine to aid, calm, diffuse, or otherwise de-escalate a challenging individual in crisis.

Examples:

“It sounds like you are really upset Amy, how about we try to figure out how I can help”

“I didn’t realize that this would have made you angry, how can we work to set this right?”
Cadence, Tone and Volume

- Rate and inflection drastically impacts how your message is received
- Opportunity for change
  - (Johnny comes from violent, loud, abusive home)
- Use of self
- Choice speech
  - “Well, how do you think we can move forward from here?”
  - “Well, what are you going to do about it?”
Verbal Intervention Techniques
(Intranet Handout)

- “I can’t hear you clearly when you are yelling”
- “I want to know how I can help you”
- “Alright, Ok, let me make sure I heard you correctly”

- Avoid Saying; “You need to……..”

- Avoid Saying; “If you don’t stop ________, I am going to ___________”
Verbal Intervention

- The effectiveness of your intervention is often determined within the first few moments of the interaction
  - Your first sentences and statements can / will drastically impact the direction of the crisis
    - Take your time!
    - Breathe!
    - Slow your thoughts down and plan your responses

- An experienced responder will “play” off of the reactions expressed by the client during the intervention
Avoid Taking Negative Behavior Personally;

If you begin to escalate;

- Your can feel your temperature, or voice raising
- You are feeling pressured
- You feel as though you are being confronted
- You can feel your body tensing
- You have the urge to immediately speak out
8-Steps

1. Pause immediately
2. Deep breath
3. Relax face, shoulders, body and hands
4. Resettle self in the environment
5. Remind yourself why you are there, what you are trying to do
6. Summon help if needed
7. Refocus on a positive point
8. Calmly reassure, re-engage, and stay relaxed
The SOLVE Solution™
(Intranet Handout)

- **Situation**
  - (Identify through active listening)

- **Options**
  - (Offer alternatives)

- **List**
  - (Past incidents when patient made successful choices / strength based)
  - (Long term effects of continued negative behavior)

- **Variations**
  - (Compromise)

- **Execution**
  - (Take action)
Bouncing

Step 1-

- When negative, disrespectful, or challenging statements are voiced by an individual towards you, imagine them forming into actual flying words from their mouth;
Bouncing
Step 2

- Change your body position to a side stance;
  - A type of shoulder sway with an outstretched hand, coupled with foot movement
  - Allow for personal space
  - Allow the words to bounce past you

“I can hear that you are upset, though I don’t believe you really meant that about me”

“We have worked together for awhile now, and I’m sure you know me better than that”
Why Me?

- What part did I play in this situation?
- How could I have prevented this?
- You always play a role either positive or negative

- Manage your emotions and your priorities
- Educate yourself for the future
Intervention Summary Questions

 What would a basic definition of Verbal Intervention be according to this course?
   The effective use of phrases, and/or statements that combine to calm, soothe, or de-escalate a challenging individual in crisis

 What does the term “Cable TV” stand for according to this course?
   Cadence, Tone and Volume

 What are two ways to avoid taking challenging statements personally mentioned during this section?
   Use the 8-Steps and the Bouncing Technique
PITT Course

Teamwork Training
The Four C’s of Team Prevention

- **Communication**
  - Checking in with each other
  - Regularly throughout the shift

- **Consistency**
  - Staff regularity / integrity
  - Commitment to agency practices, standards, policies, and procedures from shift to shift, day to day, etc.

- **Collaboration**
  - Staff working as a team to provide effective services utilizing all resources available

- **Continual Observation**
  - Maintaining a level of awareness to ensure professionalism and cohesion among staff
Challenge Exercise

- What characteristics make up an “effective” team?
Teamwork

- During a crisis;
  - Safety Is Priority
  - One At A Time
  - Manage Milieu
  - Prevent Coworker Harm
  - Supportive Posture
  - Supportive Attitude
  - Assist With Ideas and Solutions
Teamwork

- After a crisis
  - Check in with each other
  - Determine plan of action
  - Personal debrief
  - Team debrief
  - Client debrief
  - (If /when appropriate)
Debriefing As A Team

- Helps to maintain integrity, increase safety, and prevent burnout among staff

- Try to identify;
  - What happened?
  - How did the team do?
  - Could the team handled it more effectively?
  - Recognition and/or support?
  - How will the team move forward from here?
Teamwork Summary Questions

- What do at least two of the “C’s” stand for regarding Teamwork Prevention?
  - Communication, Consistency, Collaboration, Continual observation

- Even if you are not the staff member actually speaking to the patient in crisis, are there ways you can assist with the intervention?
  - Yes! (Manage milieu, maintain safety, supportive posture)

- What are some of the reasons why a debrief after a crisis is so important?
  - Prevention of similar situations happening in the future, improves safety, pass on information, assist fellow team members, decrease burnout
PITT Course Summary;

Dealing with crisis is a combination of;

- **Prevention**
  - Spotting the crisis before it happens (Warning signs, ALERT)
  - Protecting Dignity and Demonstrating Respect

- **Intervention**
  - Cadence Tone and Volume
  - The SOLVE Solution™
  - Verbal Intervention Techniques
  - 8 Steps, Bouncing

- **Teamwork Training**
  - Getting to know your team
  - Building Trust
  - Preparing For The Future
The Test!

Write this website down:
www.crisisconsultantgroup.com

On the very bottom of the page in the center you will see:
“PITT Test” in white

Click on it, and you will be taken to the test page.

When finished click the “Submit” button at the bottom of the page.
Thank You!

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