



Worker Safety - Crisis Management and De-Escalation

1. Assess Environment:
 - a. Where are you?
 - b. Who else is there?
 - c. Physical space
 - i. What is in the space?
 - ii. Exits?
2. Assess Yourself:
 - a. How are you feeling - agitated or anxious?
 - b. Do you have competing needs?
3. Assess the Client:
 - a. What are their needs - have they been met?
 - b. Is this an internal problem? (pain, medication, mental health, substance related)
Is it an external problem? (Is it something that can be removed from the situation?)
4. Important factors -
 - a. Relationship and rapport
 - b. Nonverbal (appearance, facial expression, eye contact, physical presence)
 - c. Verbal (reflection, paraphrasing)
 - d. Paraverbal (tone, pitch, resonance, breath, speed, volume)
5. Do's:
 - a. Empathy
 - b. Clarifying
 - c. Respect Space
 - d. Set boundaries you can enforce
 - e. Don't overreact
 - f. Avoid power struggles
 - g. Send back calm
6. The Crisis Cycle - The Mandt System

