

Navigating Difficult Interactions: Refresher



What causes people to act out in unproductive ways?

Precipitating Factors

Weather: Heat, drought, storms, floods, property damage, etc.

Financial: Job loss, markets/prices, unexpected costs, etc.

Stress: Running late, missing deadlines, loved one is upset, not feeling heard, etc.



Keep an eye out, watch for the following things

Behaviors –recognize and take preventative action

Verbal: Raised voice, changed tone, sarcasm, audible crying, cussing, talking over others, etc.

Behavioral: Pacing, rocking, repetitive movement, fidgeting, posturing, violating boundaries/get closer, etc.

Non-verbal: Avoid or too much eye contact, expressions of fear, sadness, anger, pursed lips, furrowed brows, etc.



Don't let the situation get to you!

Rational Detachment Techniques

Breathe: Deep breathing brings more airflow into your body. Provides calming effects

Ask for Help: Walk away, ask co-worker to help. Create plan to help each other, i.e. “here’s that water for you” to allow co-worker to walk away and you take over

Think, Then Say: Allows you to pause, breathe, and be mindful of what/how you speak

Observe: Precipitating Factors? Concerning behaviors? Helps to rationally detach

Use Grounding: Focus on an aspect of the physical world instead of thoughts/feelings



Like the game “telephone”, it’s easy to misunderstand each other

Forms of Communication

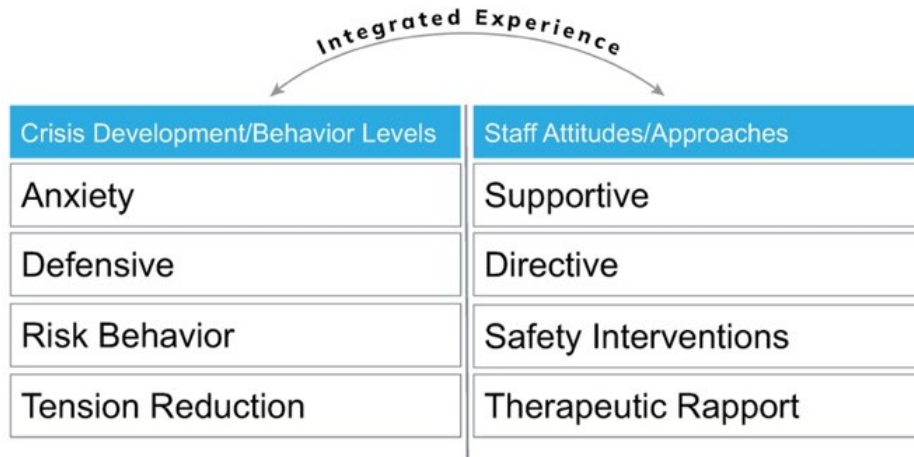
Verbal: The words used to send the message

Paraverbal: The way words are said: volume, tone, speed

Non-verbal: Body language: facial expressions, eye contact, personal space, posture, use of touch

Considerations: Age, cognitive functioning, culture, gender identity, previous life experiences

The CPI Crisis Development ModelSM



Directive Strategies

Information-Seeking Question	Intimidation	Refusal/Release
Give a rational response to the question asked.	Always take a threat seriously. Assess the threat and the risk of harm and then choose the best response.	Provide safe and respectful choices and explain the possible outcomes (limit setting). Give the person time to process.
Release	Challenging Question	
Let them vent and acknowledge their feelings.	Downplay the challenge and stick to the original topic.	

Understanding Risk

Identify the likelihood of the behavior and the severity of harm of that behavior. Then, use the *Decision-Making MatrixSM* to assess the risk.

Severity of Harm	Catastrophic Death will occur, or the level of injury will lead to permanent or irreversible ill-health	MEDIUM	HIGH	EXTREME	EXTREME	EXTREME
	Major Psychological or physical injury will require treatment leading to long term incapacity or disability	MEDIUM	HIGH	HIGH	EXTREME	EXTREME
	Moderate Psychological or physical injury will require treatment and/or lead to medium term incapacity and ill-health	LOW	MEDIUM	HIGH	HIGH	EXTREME
	Minor Psychological or physical injury will be non-permanent and/or cause no lasting ill-health	LOW	MEDIUM	MEDIUM	HIGH	HIGH
	Negligible Psychological or physical injury will be minimal	LOW	LOW	LOW	MEDIUM	MEDIUM
		Rare Will probably never happen	Unlikely Is not expected to happen, but it could	Possible Might happen	Likely Will probably happen	Certain Will undoubtedly happen
		Likelihood of Behavior				

OVERALL RISK RATING GUIDE (Color code)			
Green (G)	Yellow (Y)	Orange (O)	Red (R)
Low Risk	Medium Risk	High Risk	Extreme Risk