

The background of the slide is a dark, textured surface, possibly a book cover, with a portion of the American flag visible on the left side. The flag's stars and stripes are clearly visible, with the blue field containing white stars and the red and white stripes extending downwards.

Utilizing De-Escalation & Crisis Negotiation Techniques In Your Courtroom

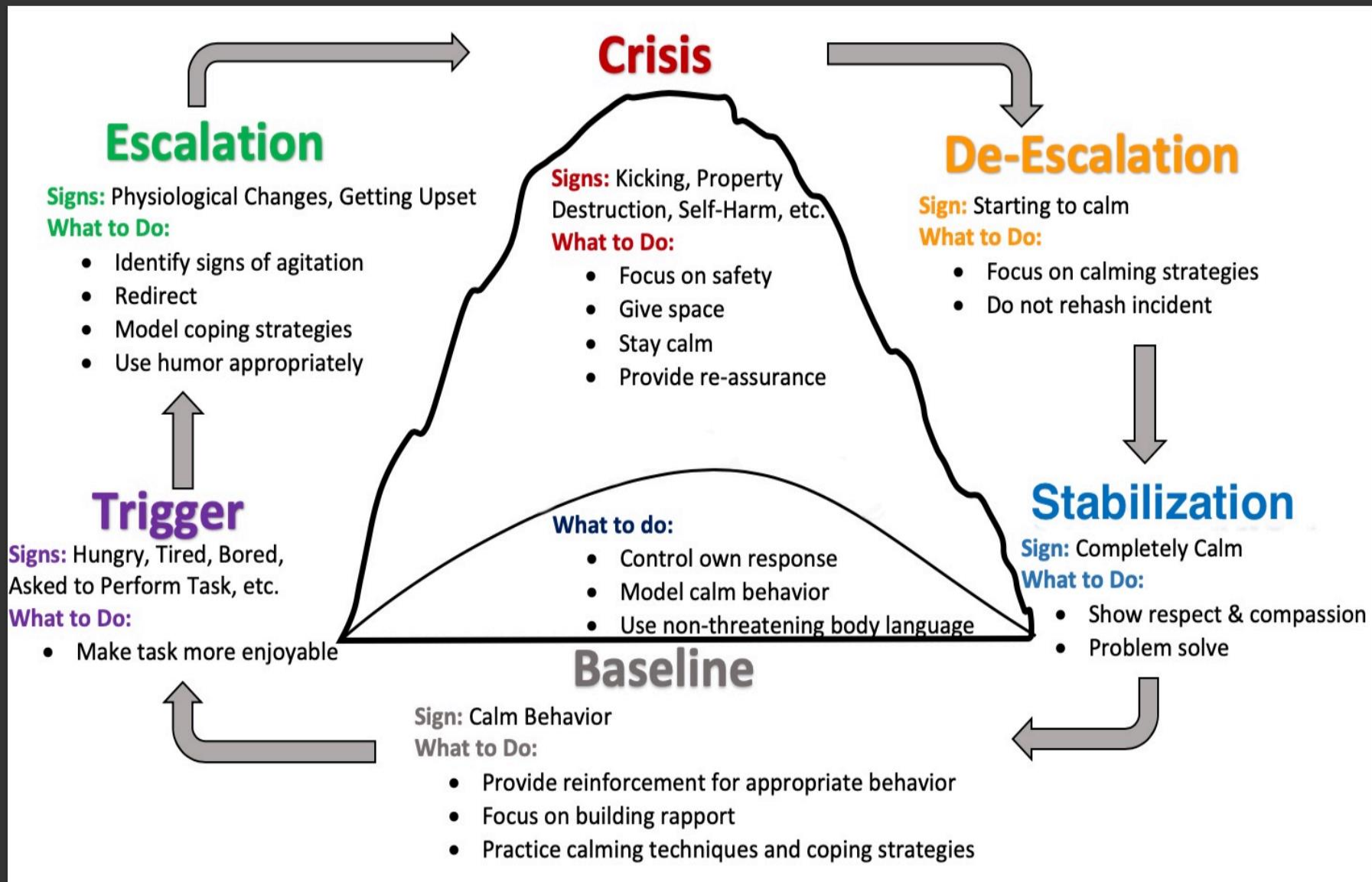
2024 Judicial Summit on Mental Health

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Understanding Crisis Behavior

- Baseline
- Trigger
- Escalation
- Crisis
- De-Escalation
- Stabilization
- Baseline



Baseline-Behaviors

- Calm
- Relaxed
- Cooperative
- This phase is characterized by the absence of conflict, and the individual can respond to situations with rationality and patience.

Baseline-Response

- Support ongoing calmness
- Praise good behavior
- Clear explanations while the individual is thinking clearly, without emotion

Trigger- Behaviors

- Something causing stress
- Unmet needs
- Perceived slights
- Asked to perform an uncomfortable task

Trigger-Response

- Remain calm and identify the stressor
- Provide Support
- Create a calming environment if possible
- Offer solutions through reasonable options

Escalation- Behaviors

- Visibly upset
- Unresolved trigger
- Displaying frustration, anger, agitation
- Argumentative
- Verbal aggression

Escalation-Response

- Encourage open communication
- Provide clear and consistent instructions
- Ensure individual has access to resources and support
- Note:
- It is also important to recognize and address early signs of agitation promptly. Techniques such as active listening, offering a quiet space for the individual to regroup if possible, and maintaining a calm and reassuring demeanor can prevent the situation from escalating further.

Crisis-Behaviors

- Uncontrolled behavior
- Yelling
- Screaming
- Crying
- Laughing
- Violence
- Threat to self or others
- Shut Down

Crisis-Response

- Stay calm and use a non-threatening demeanor
- Maintain a safe distance
- Use clear, simple communication
- Remember to breath
- Use active listening and allow the individual time to regather themselves.

De-Escalation-Behaviors

- Showing signs of calming
- Communication increases
- No longer yelling
- Visibly less likely to cause harm

De-Escalation-Response

- Provide a calm environment
- Use supportive communication
- Validate their feelings
- Ask them to breath with you
- Avoid blaming
- Allow time

Stabilization (Recovery)-Behaviors

- Completely calm
- Noticeably relaxed body language
- Normal speech patterns
- Willing to re-engage in routine activities

Stabilization (Recovery)-Response

- Review and reflect
- Reaffirm safety and support
- Encourage relaxation techniques
- Offer options rather than threats

The Five Universal Truths

People want to be:

- treated with dignity and respect
- asked rather than told
- informed about the reasons why
- given options instead of threats
- given a second chance

Dr. George Thompson

Questions ?

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