



DE-ESCALATING THE ANGRY CLIENT

A photograph of two women. The woman on the left has voluminous curly hair and is wearing a light blue denim shirt over a grey top. She is leaning towards the woman on the right, who has dark hair pulled back and is wearing a black top. The woman on the right has her hands covering her face, appearing to be crying or distressed. The background is a window with horizontal blinds. The text 'CRISIS INTERVENTION VS CASE MANAGEMENT' is overlaid in white, bold, sans-serif font across the center of the image.

CRISIS INTERVENTION VS CASE MANAGEMENT



How to change Them to WE

The Changing of them to WE

De-escalation Strategies



- DON'T ALLOW
POWER STRUGGLE

CONTROLLING BEHAVIOR
YIELDS FROM FEAR-REMAIN
NON-THREATEN

RUMORS

teasing

gossiping

insults

threats

CYBER BULLYING

TS

lling

IT ISN'T ABOUT YOU



MONITOR TONE AND PACE



MAINTAIN OPEN BODY LANGUAGE



AVOID BECOMING DEFENSIVE



AVOID NEGATIVE FACIAL CUES



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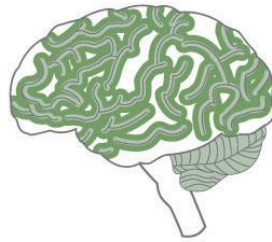
VALIDATE
THEIR ANGER



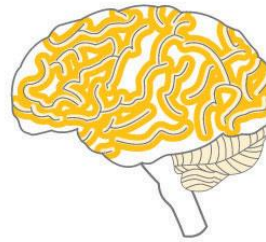
Stage 1
Receiving



Stage 2
Understanding



Stage 2
Remembering



Stage 2
Evaluating



Stage 5
Feedback

Listen

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REFLECTIVE LISTENING



WHO'S PROBLEM IS THIS

THE PROBLEM IS NOT YOUR'S UNTIL YOU MAKE IT YOUR
OWN

THE PROBLEM IS BIGGER THAN THE IMMEDIATE CRISIS



Problem solution

