



**CRISIS**

**INTERVENTION**

**The Art of De-Escalation**

**PRESENTER: CARMEN S JOHNSON**

[WWW.ISAIAH61STUDIOS.COM](http://WWW.ISAIAH61STUDIOS.COM)

**ISI**  
STUDIOS

## What is a Crisis?

- A time of intense difficulty, trouble, or danger. (catastrophe; setback; mess)
- A time when a difficult or important decision must be made. (critical point; turning point)
- A state of feeling; an internal experience of confusion and anxiety to the degree that formerly successful coping mechanisms fail us and ineffective decisions and behaviors take their place.

### Identifying a Crisis

(Put a check next to the crisis)

- My 12-year-old dog ran away while we were at the beach.
- Someone took my lunch from the staff refrigerator and...my name was on it.
- I broke my nail.
- My teacher just took my pencil.
- I got the job. I am finally a CEO.
- She said I was too old and out of shape to go swimming.
- I lost my car keys.
- He just cut me off, did you see that?
- I burned the bacon again.
- The store owner is following me again. This is the third time in a week I have been followed.

Three elements that must be present when deeming a situation a crisis situation are:

- The situation is overwhelmingly stressful; the breaking point has been reached.
- There is time for an intervention. This is not a life-threatening moment or emergency situation.
- The individual is escalated and is unable to utilize coping strategies to reach equilibrium.

# Internal and External Crisis

## Internal Crisis

List examples of Internal Crisis

---

---

---

---

---

## External Crisis

List examples of External Crisis

---

---

---

---

---

How does internal crisis influence external crisis?

---

---

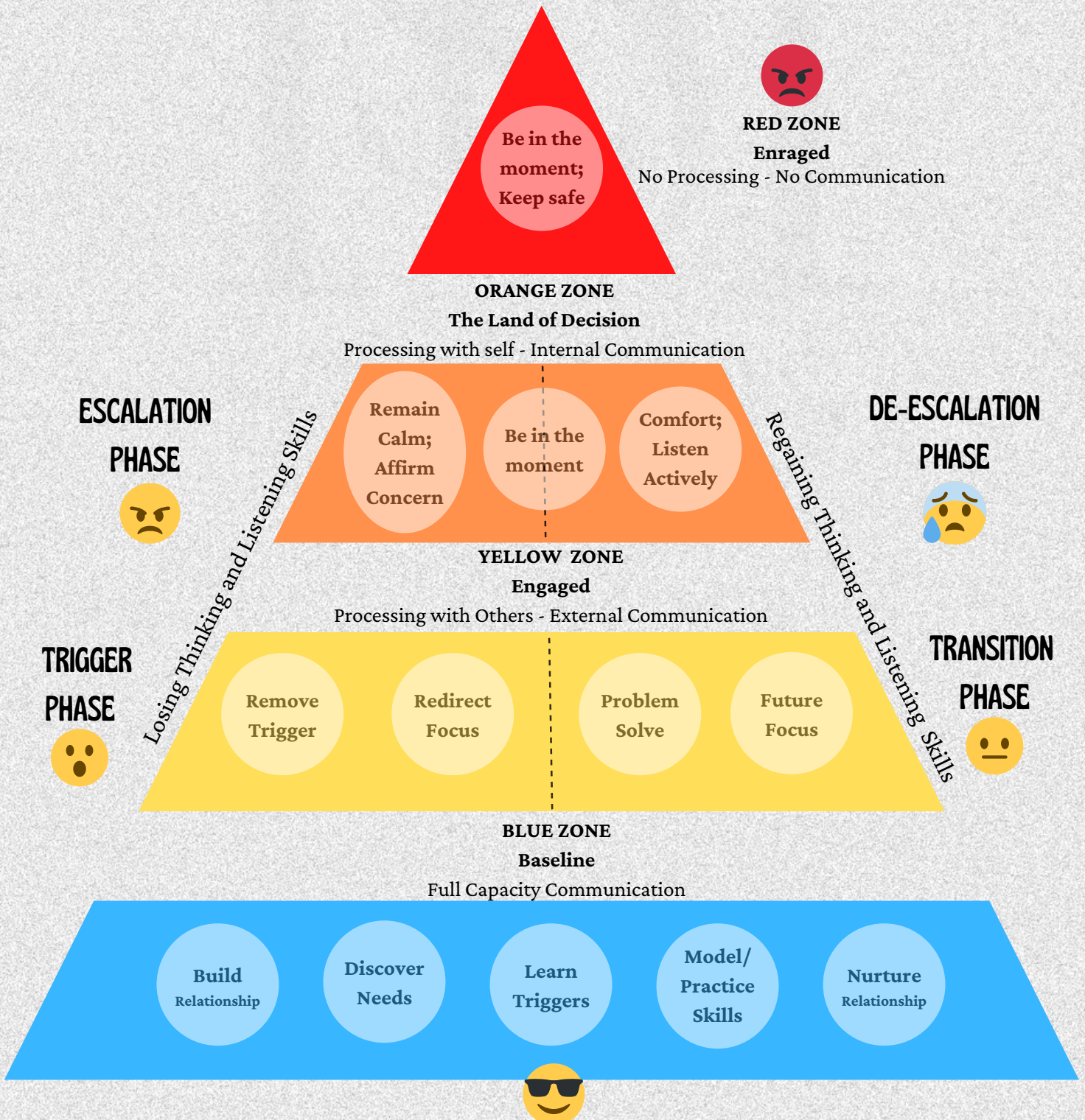
---

---

---

# THE CRISIS CYCLE

## CRISIS MODE Reasoning Inactive



## CHILL MODE Reasoning is Active

# ZONE & PHASES

**RED:** Crisis

Focus: Safety & Limited Interaction

**ORANGE:** Escalation/De-Escalation

Focus: Affirm The Concern

**YELLOW:** Trigger/Transition

Focus: Mitigating Risk

**BLUE:** Baseline

Focus: Relationship Building

# THE CRISIS CYCLE

## RED ZONE

What is the client/patient/person experiencing?

---

---

---

What actions should I take?

---

---

---

## ORANGE ZONE

What is the client/patient/person experiencing?

---

---

---

What actions should I take?

---

---

---

## YELLOW ZONE

What is the client/patient/person experiencing?

---

---

---

What actions should I take?

---

---

---

## BLUE ZONE

What is the client/patient/person experiencing?

---

---

---

What actions should I take?

---

---

---