

Tim Geels

Senior Vice President of Instruction
and Corporate Implementation

Safe Shelter in the Storm: Providing Emotional Safety as a Tool for Student De- Escalation

MSLBD 2020

1

Copyright Statement

The information contained in this PowerPoint™ presentation, unless otherwise noted, is the intellectual property of The Mandt System, Inc.. All materials are copyrighted, and all rights are reserved. Copying, duplicating, selling, or otherwise reproducing, storing in a retrieval system, or transmitting in any form other, in whole or in part, except as provided herein or without the expressed written consent of The Mandt System, Inc, is a violation of the copyright laws of the United States , Canada, and the European Union. Brief quoting of the information with references consistent with APA standards is permitted.



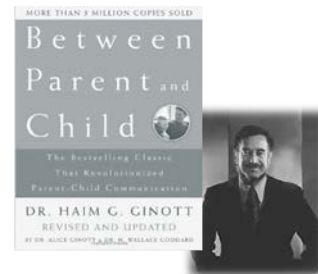
2

Relational Introduction

I have come to a frightening conclusion. I am
the decisive element in the environment

It is my personal approach
that creates the climate

It is my daily mood
that makes the weather ☞



3

Relational Introduction

I possess tremendous power to make
_____ life miserable or joyous

I can be a tool of torture
or an instrument of
inspiration

I can humiliate or humor,
hurt or heal ☞

4

Relational Introduction



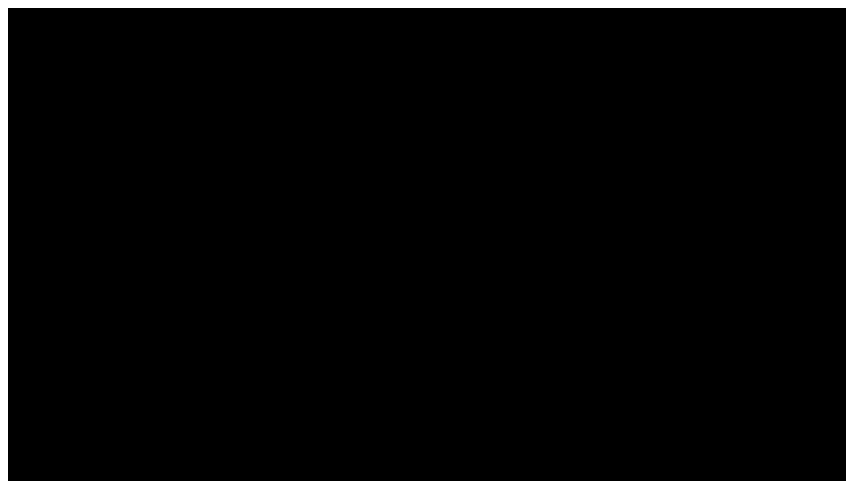
In all situations, it is my
response that decides whether
a crisis will be escalated
or de-escalated

Look at
ourselves first! ☺

And a person humanized
or de-humanized

5

Power of Relationships



6

“It is estimated that those with ADHD receive 20,000 more negative messages by age 12 than those without the condition.”








7

Words Matter

8

The Wounded Classroom

ACEs and High School
Sophomores and Seniors

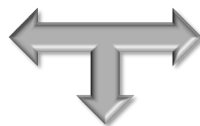
Legend	
Washington School Classroom (30 Students)	
Adverse Childhood Experiences	
	6 students with no ACE's
	5 students with 1 ACE
	6 students with 2 ACE's
	3 students with 3 ACE's
	7 students with 4 or 5 ACE's
	3 students with 6 or more ACE's



9

Trust and Trauma

Traumatic
experiences



Neurological
changes

Loss of social inclusion,
dignity and respect

People will not trust us
with their best, until they know
we can handle their worst

10

Defining Behavior



11

Escaping To Safety

"When startled and caused to flee, animals escape to safety, they do not merely escape from danger"

Or its escape to safety is impeded or blocked (controllability)"
(Lindsay, 2008)

We usually block escape attempts

The fleeing animal not stressed by fear evoking stimulus but becomes distressed only if its ability to detect threat is obstructed (predictability)

When we respond to behavioral challenges

We need to help people escape to safety

And then teach them how to respond to danger in the future



12

Maslow's Hierarchy of Needs



13

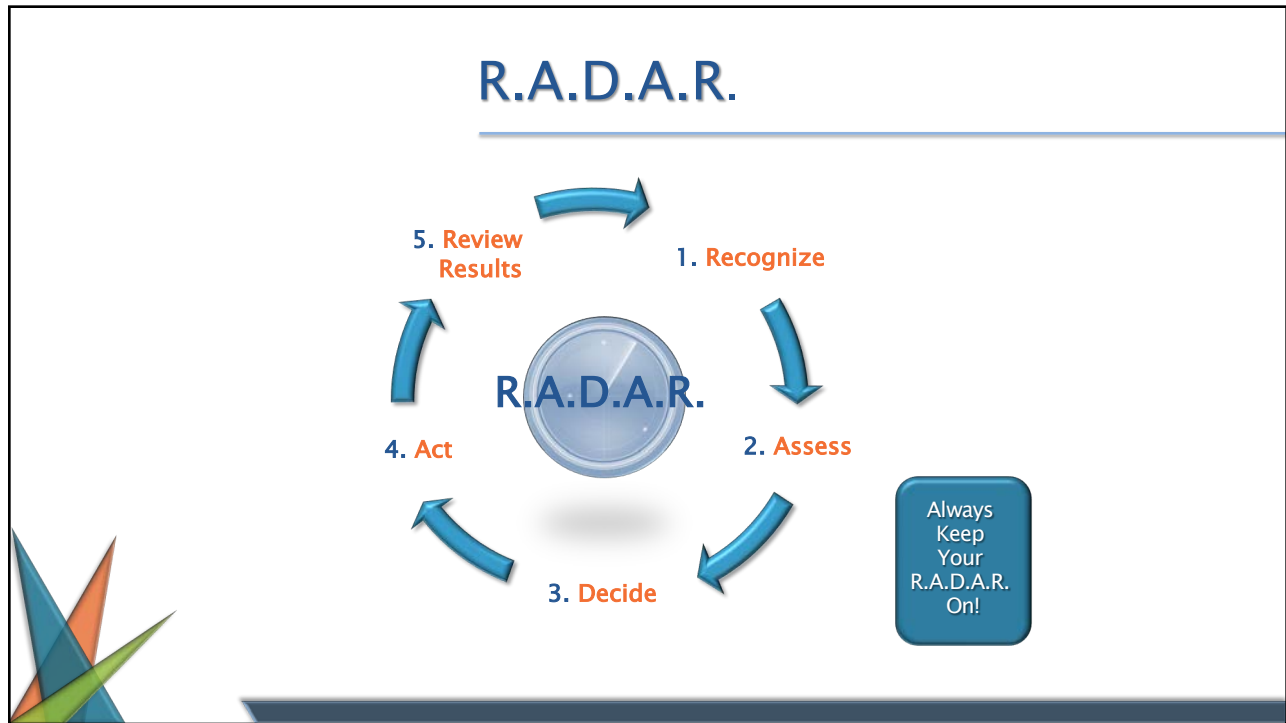
Maslow's Hierarchy of Needs

When people's needs are unmet they will increase the

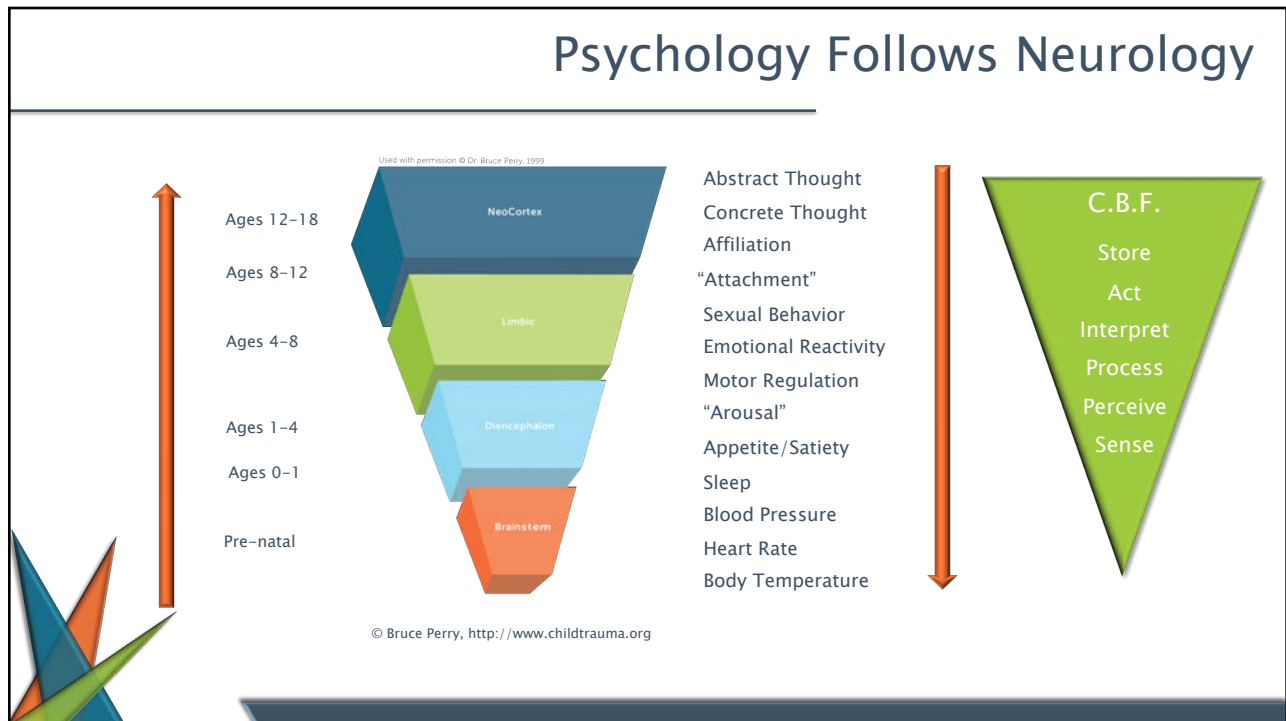
Frequency
Duration
Intensity

...of their behavior until needs are met

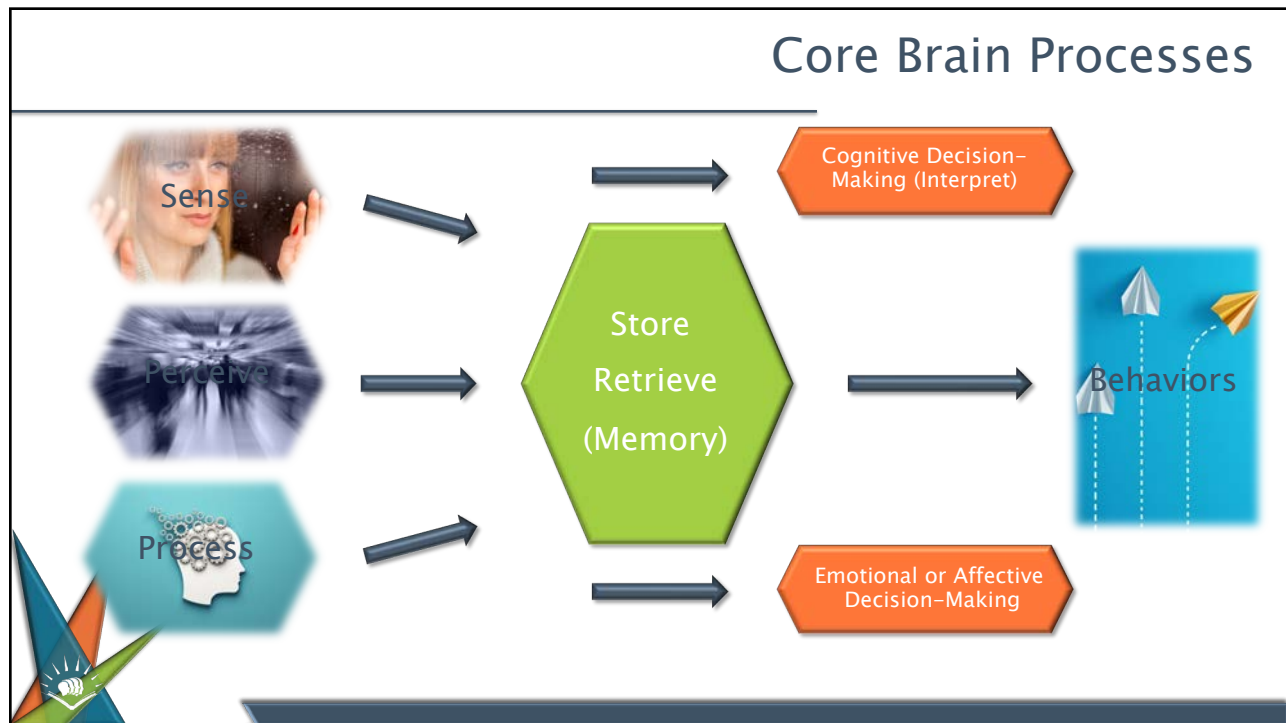
14



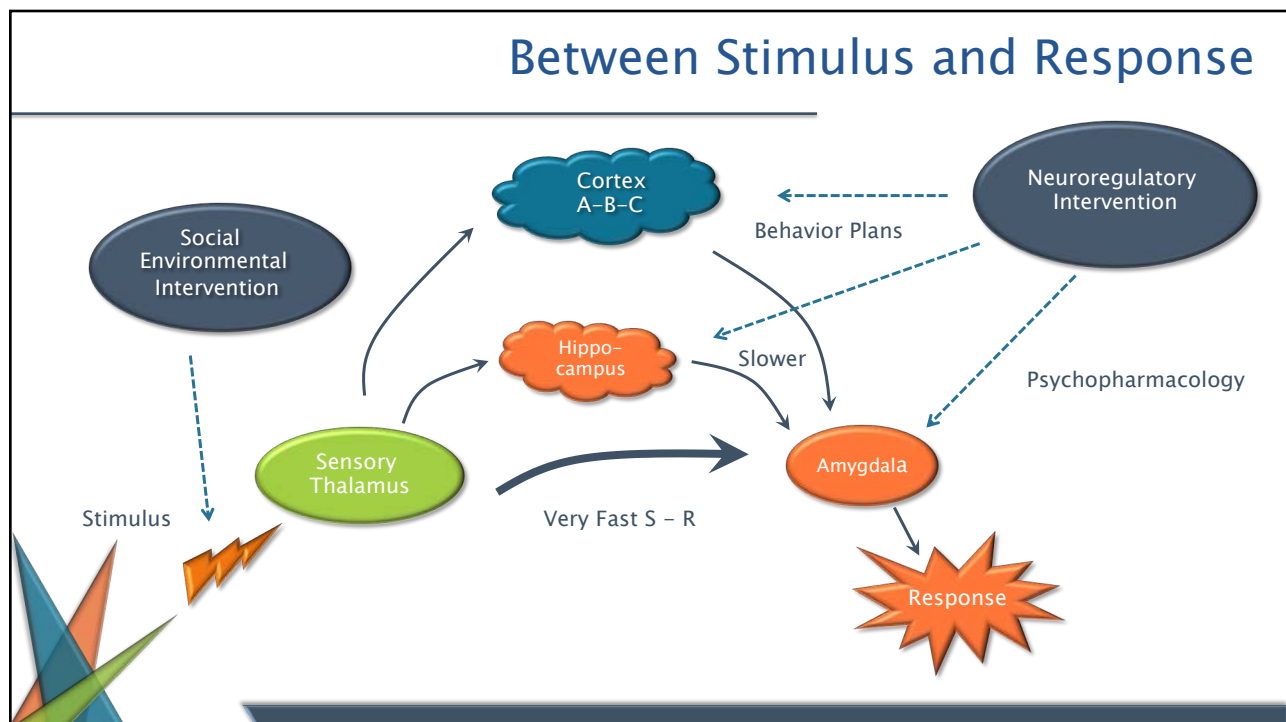
15



16

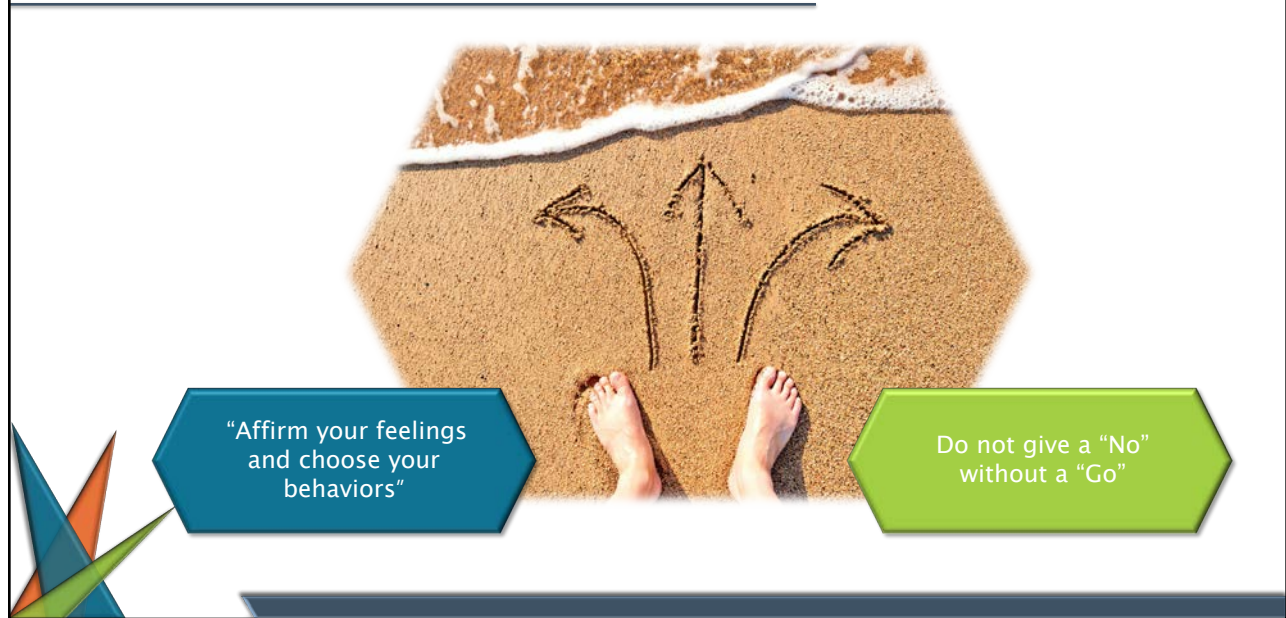


17



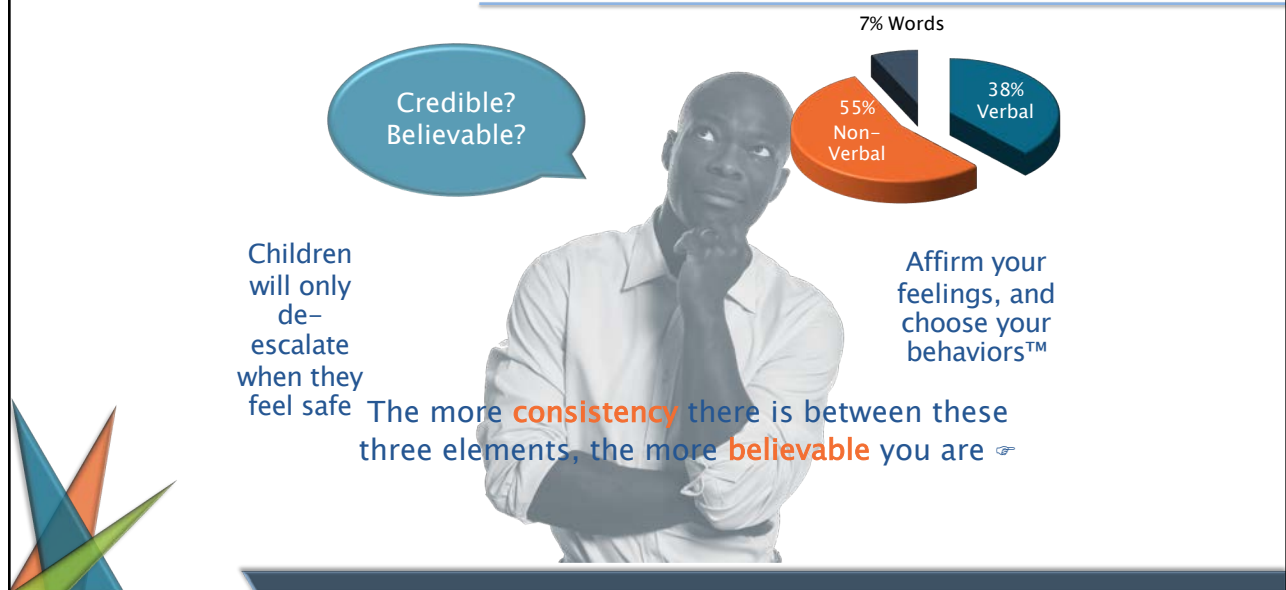
18

It Starts With You!



19

The Communication Process



20

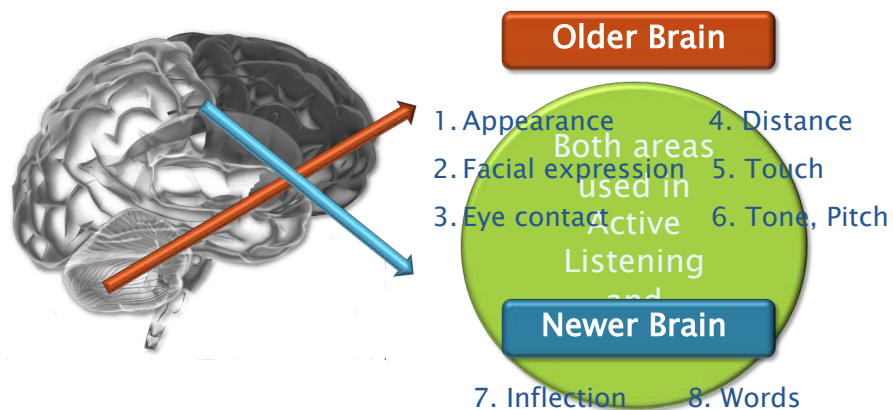
Their R.A.D.A.R. is on YOU

When individuals are in The Crisis Cycle,
their threat assessment includes



21

The Neurology of Communication

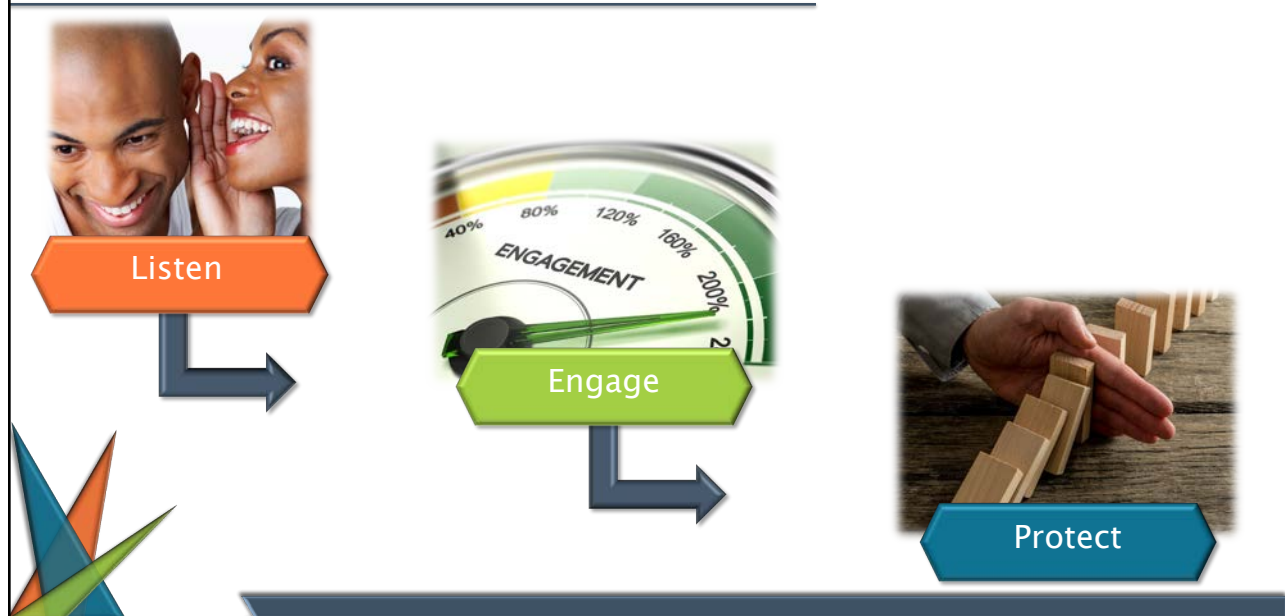


Davies, 2014,
Indiana University, 2014



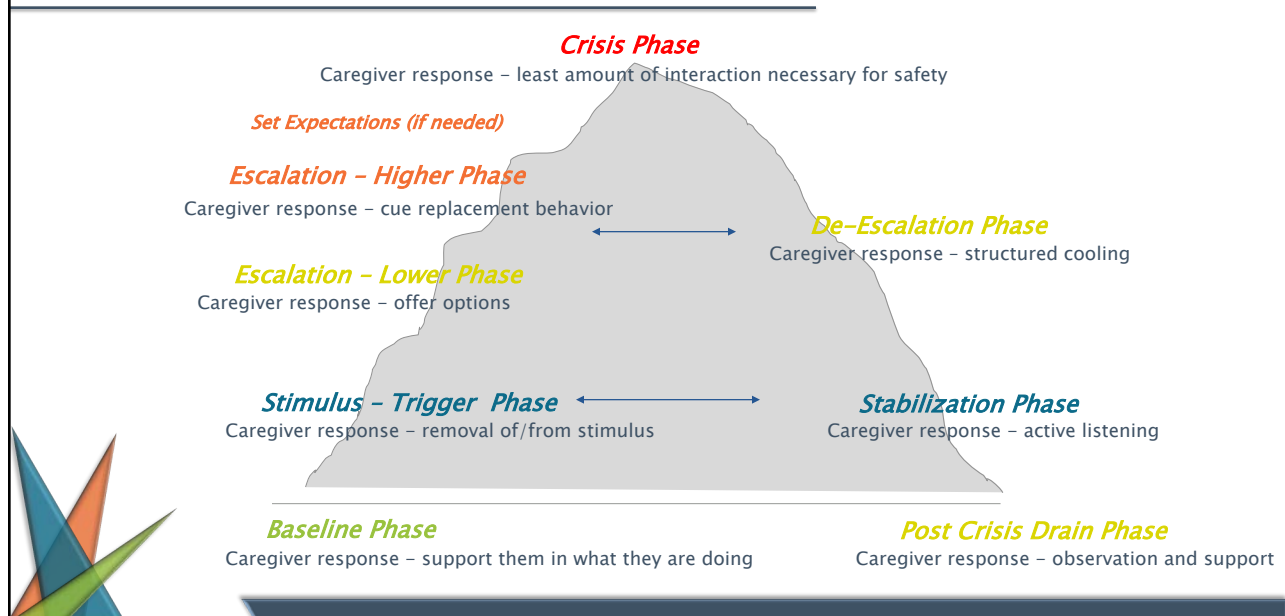
22

Primary Actions



23

The Crisis Cycle



24

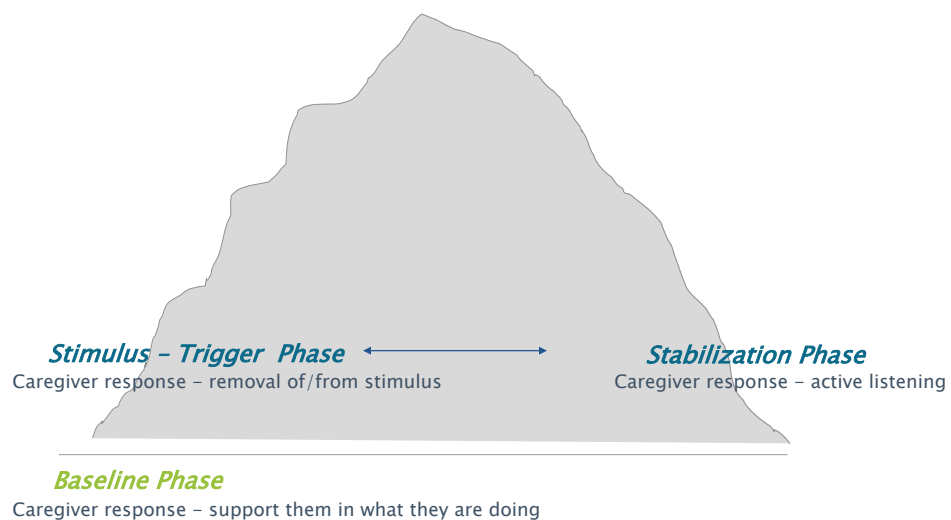
Trauma and The Crisis Cycle

Dr. Bruce Perry and
The Mandt System®, Inc.

	NeoCortex Calm	SubCortex Arousal	Limbic Alarm	Midbrain Fear	Brainstem Terror
Mental State	Baseline	Stimulus	Escalation	Afraid	Terrified
Sense of Time	Extended Future	Days Hours	Hours Minutes	Minutes Seconds	Loss of Sense of Time
Cognition	Abstract	Concrete	"Emotional"	Reactive	Reflexive
Behavior	"Normal"	Vigilance Avoidance	Resistance Compliance	Defiance Disassociation	Aggression Fainting
Prevention Strategies	Maslow's Hierarchy of Needs	R.A.D.A.R.	R.A.D.A.R.	R.A.D.A.R.	R.A.D.A.R.
De-escalation Intervention Strategies	Support the Person	Remove Stimulus	Offer Options	Set Expectations	Least Amount Interaction

25

The Crisis Cycle



26

Trauma and The Crisis Cycle

Dr. Bruce Perry and
The Mandt System®, Inc.

	NeoCortex Calm	SubCortex Arousal			
Mental State	Baseline	Stimulus	Escalation	Afraid	Terrified
Sense of Time	Extended Future	Days Hours			
Cognition	Abstract	Concrete			
Behavior	"Normal"	Vigilance Avoidance			
Prevention Strategies	Maslow's Hierarchy of Needs	R.A.D.A.R.			
De-escalation Intervention Strategies	Support the Person	Remove Stimulus			

27

De-escalation Preference Tools

The Mandt System
De-escalation Preference Chart for _____

Crisis Cycle

Crisis Phase
Caregiver Response - **Protect** using the least amount of interaction needed for safety.
List least aids to provide safety for everyone in the situation.

Escalation Phase (Higher)
Caregiver Response - **Engage** to set expectations to use a replacement behavior. List possible replacement behaviors to use for safety.

Escalation Phase
Caregiver Response - **Engage** to offer options from baseline. List preferred options from baseline list.

Stimulus/Trigger Phase
Caregiver Response - **Listen** to identify then removal off from the stimulus. List known things, people or activities which trigger.

Baseline Phase
Caregiver Response - **Engage** to support them in what they are doing. List things, activities and relationships important and enjoyable.

De-escalation Phase
Caregiver Response - **Engage** to structure the cooling off period. List preferred options for emotional/physical recovery.

Stabilization Phase
Caregiver Response - **Listen** to actively listen. List preferred caregiver listening skills.

Post-Crisis Drain Phase
Caregiver Response - **Listen** to observe and support. List important details and preferences to watch for.

The Mandt System, Revised 11/20/2018

Triggers Tool

What makes you feel upset?
(Circle all that make you feel sad, mad, scared or other feelings)

Touch
Being touched

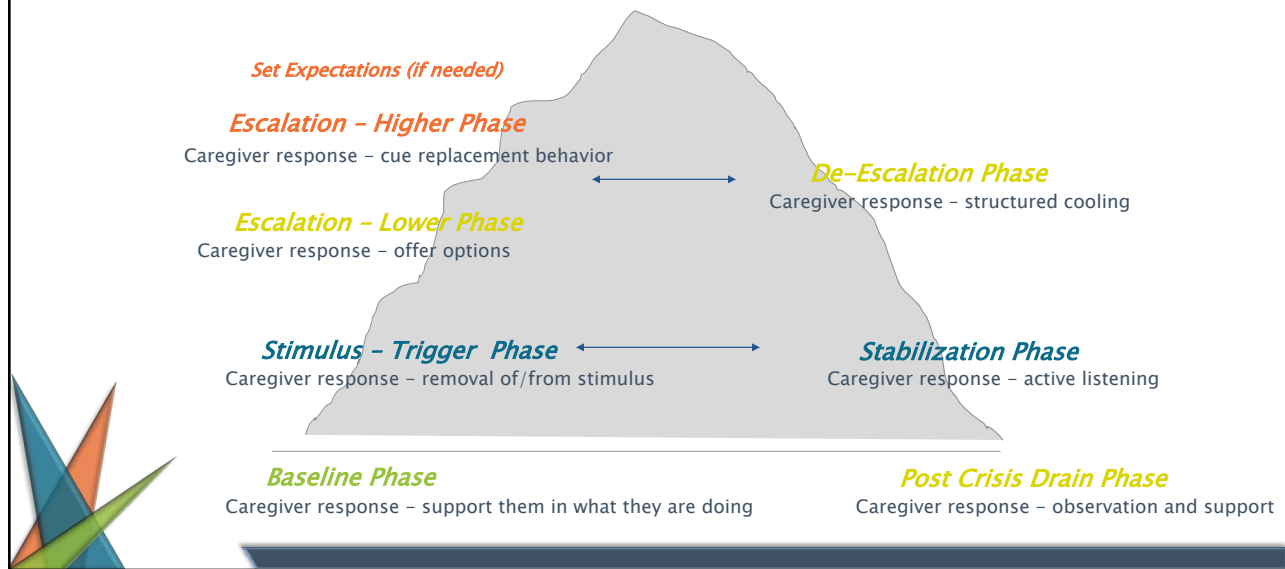
See
Too many people
Darkness

Hear
Loud noises
Yelling
Thunderstorms

Other
Missing someone
Being left alone
Being surprised
Having a fight with a friend

28

The Crisis Cycle



29

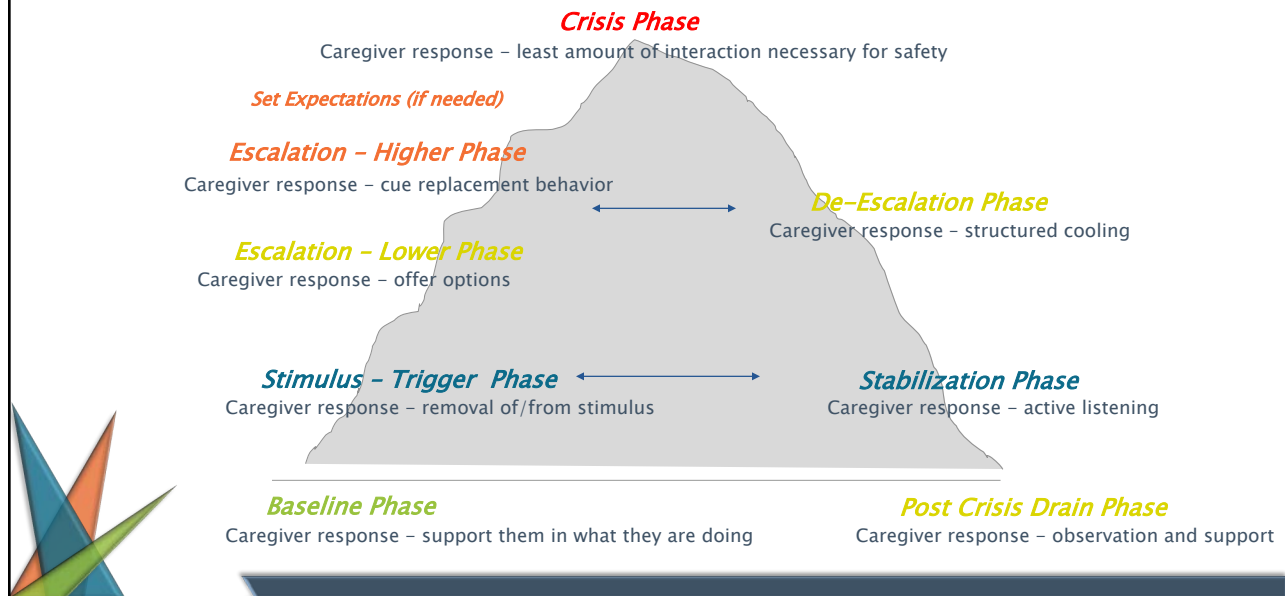
Trauma and The Crisis Cycle

Dr. Bruce Perry and
The Mandt System®, Inc.

	NeoCortex Calm	SubCortex Arousal	Limbic Alarm	Midbrain Fear	
Mental State	Baseline	Stimulus	Escalation	Afraid	Terrified
Sense of Time	Extended Future	Days Hours	Hours Minutes	Minutes Seconds	
Cognition	Abstract	Concrete	"Emotional"	Reactive	
Behavior	"Normal"	Vigilance Avoidance	Resistance Compliance	Defiance Disassociation	
Prevention Strategies	Maslow's Hierarchy of Needs	R.A.D.A.R.	R.A.D.A.R.	R.A.D.A.R.	
De-escalation Intervention Strategies	Support the Person	Remove Stimulus	Offer Options	Set Expectations	

30

The Crisis Cycle



31

Trauma and The Crisis Cycle

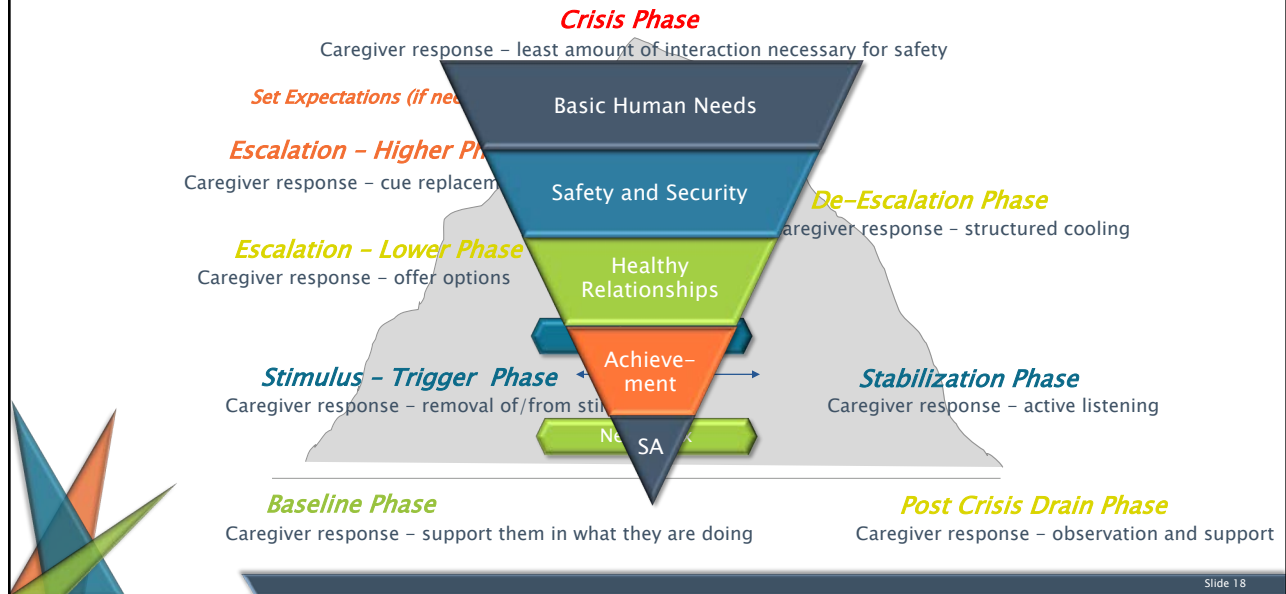
Dr. Bruce Perry and
The Mandt System®, Inc.

	NeoCortex Calm	SubCortex Arousal	Limbic Alarm	Midbrain Fear	Brainstem Terror
Mental State	Baseline	Stimulus	Escalation	Afraid	Terrified
Sense of Time	Extended Future	Days Hours	Hours Minutes	Minutes Seconds	Loss of Sense of Time
Cognition	Abstract	Concrete	"Emotional"	Reactive	Reflexive
Behavior	"Normal"	Vigilance Avoidance	Resistance Compliance	Defiance Disassociation	Aggression Fainting
Prevention Strategies	Maslow's Hierarchy of Needs	R.A.D.A.R.	R.A.D.A.R.	R.A.D.A.R.	R.A.D.A.R.
De-escalation Intervention Strategies	Support the Person	Remove Stimulus	Offer Options	Set Expectations	Least Amount Interaction

Slide 17

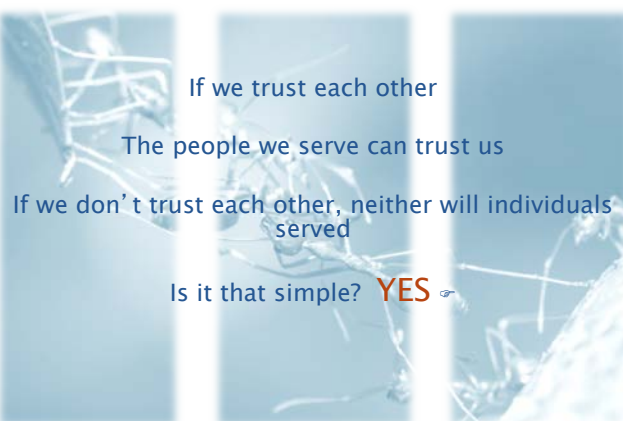
32

The Crisis Cycle



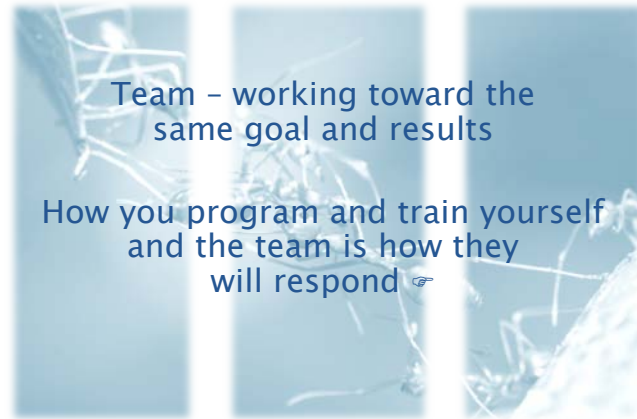
33

Teamwork–Relationships in Action



34

Teamwork–Relationships in Action



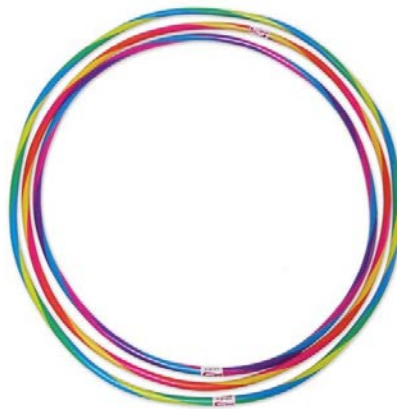
Team – working toward the same goal and results

How you program and train yourself and the team is how they will respond



35

Teams in Action



36

It's Not the "Bad Apple", It's the Barrel

The better the
quality of
relationship
between staff

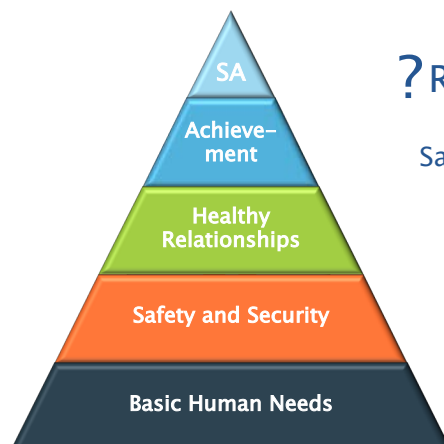


The better the
quality of life for
people receiving
services

(Bowie, 2010)

37

The Origins of Conflict



? Remember Maslow!

Safety is more than physical;
it is also emotional
and psychological

Make sure lower levels
needs are met before
you look at
achievement

→ Conflict

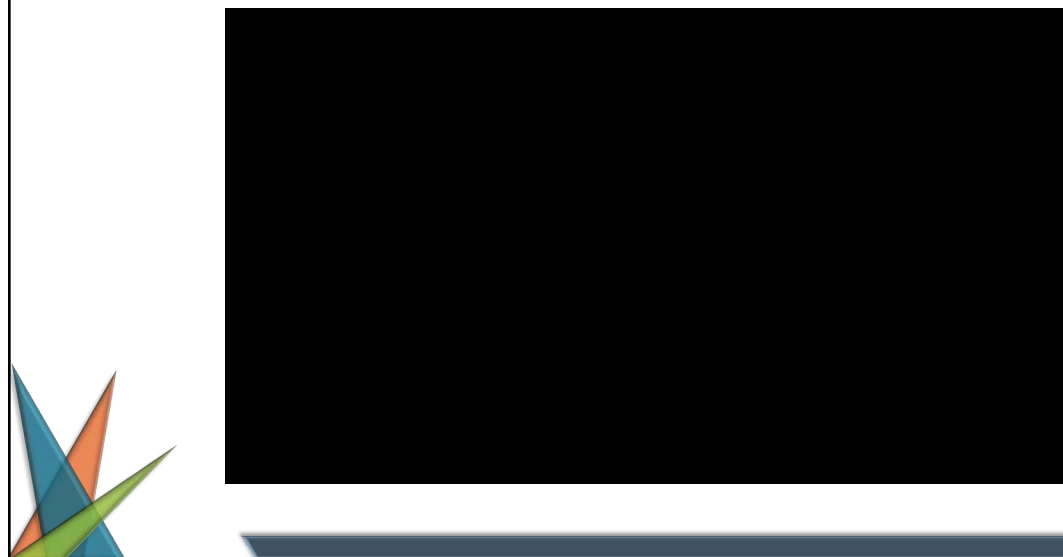
38

Communication and Relationships



39

Not Assuming Malicious Intent



40

World's Apart

'WORLDS APART'

41

Conflict and Relationships



42

WIN-WIN-Win



43

Learning to Resolve Conflict

Situation → Manage yourself first!

Options

Disadvantages


Advantages

Solution 😊



44


Contact Me



Call Tim at 712 204-1091

Email tim@mandtsystem.com

Thank you!



Slide 19