

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the frame, creating a modern, layered effect. The central area is a plain white space where the text is located.

# Crisis Intervention & Prevention

# Nonverbal Interventions- PROXEMICS (personal space)

Things that can influence personal space:

- ← Culture
- ← Trauma
- ← Mood
- ← Gender
- ← Height
- ← Age
- ← Past experiences
- ← Mobility devices
- ← Belongings

\*Personal Space is not static.

\*Interactions don't just involve one person's personal space.

\*Remember that if you're approaching someone, you're probably setting the personal space between you two.

# Nonverbal Interventions- KINESICS (body language)

## Kinesics (Body Language)

- ← Facial expressions
  - ← Eyes, brows, mouth, nose
- ← Gestures
  - ← How we hold or move our hands & arms
- ← Posture
- ← Movement
  - ← Speed and manner of how we move

## “Supportive Stance”

- ← “L” shape
- ← At an angle
- ← One leg length away
- ← Reasons to use the stance
- ← Safety
- ← Non-confrontational
- ← Communicates respect

# Levels of Crisis Development

## Anxiety

- Supportive

## Defensive

- Directive

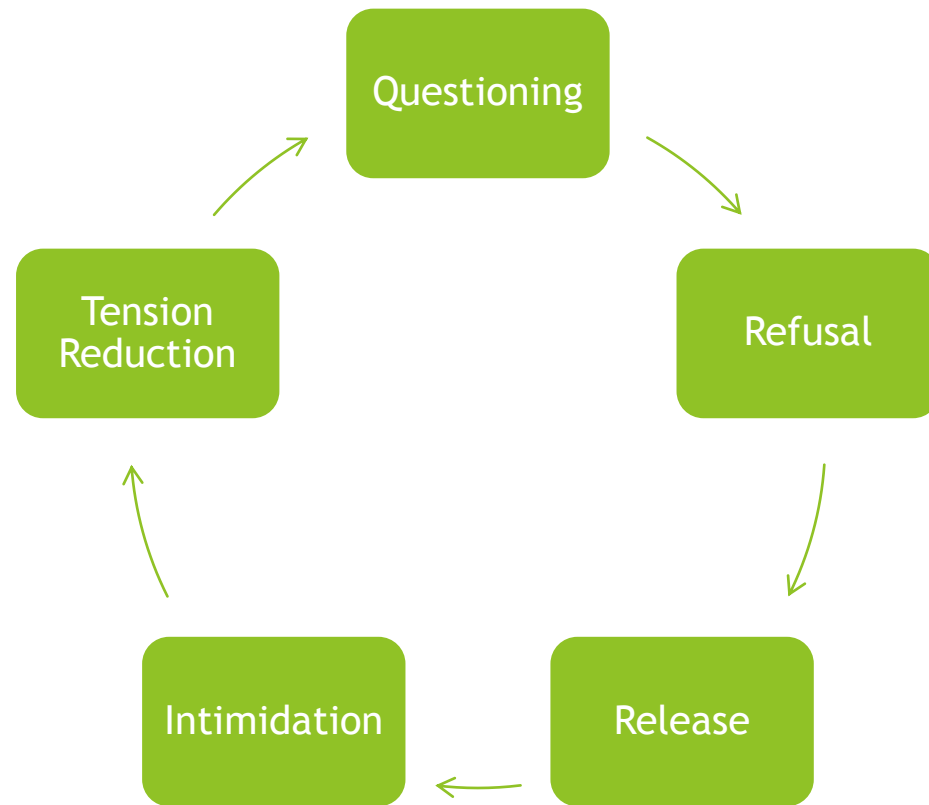
## Physically Acting Out

- Safe-holds; safety procedures

## Tension Reduction

- Therapeutic rapport

# Verbal Intervention



# Questioning Defined

## Information Seeking Questions

A rational question seeking a rational response

## Challenging Questions

A challenging question; challenges authority

# Refusal Defined

May look like  
non-  
compliance

Slight loss of  
rationalization

# Release Defined

Emotional  
response

May be  
perceived as  
verbally  
"acting out"



# Intimidation Defined

Feels  
intimidating

Verbal or  
non-verbal  
threats

Tension Reduction Defined

**Energy Level Drops**

# Verbal Interventions

## Stage of Escalation

Questioning: Information-seeking

Questioning: Challenging

Refusal

Release

Intimidation

Tension Reduction

## How to Intervene

Give a rational response; redirect

Ignore the challenge, not the person

Set limits

Allow for the release; if possible, separate the individual/group from the environment

Take all threats seriously; check in to assess means/intent; documentation

Open communication; re-build therapeutic rapport

# Group Exercise

- ▶ Can you think of a time where you witnessed an intervention to crisis that was not handled with a trauma informed lens? What might you have tried differently?
- ▶ Scenario: An individual presents to your front desk demanding to speak with a manager. They are shouting, appears distraught, but aren't making any specific threats. It's hard to understand what the issue at hand is, and they are having a hard time communicating their needs effectively.
- ▶ Question: How should you intervene? What will you keep in mind?