Managing Emotionally Charged People

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https://www.youtube.com/watch?v=q_jyo14049Q
_goals

1. ID Steps & Principles to use when trying to de-escalate a person;

2. Understand these steps & Principles;

3. Practice them.
WARNING #1

• These steps, and most efforts to de-escalate someone who is under the influence of alcohol or drugs, or is in an episode of severe mental illness, WILL NOT WORK!
WARNING #2

• SAFETY ALWAYS COMES FIRST!

• If you feel threatened, call 911.
The Steps to Calming an Emotionally Charged Person

1. Make sure you are under control;

2. Create & maintain a CONNECTION;

3. Seek a solution.
Step #1: Self-Control

- Principle #1:

Your effectiveness working to de-escalate a person is directly proportional to your Emotional Intelligence®. Understand your audience.
Step #1: Self-Control

- Emotional Intelligence®
  - “The Master Aptitude”
  - Ability to understand people, how they work, what motivates them, how to best work with them.
  - Online “MiniPons” http://www.affective-sciences.org/webexperimentation
Step #1: Self-Control

- Hierarchy of Emotional Intelligence®
  1. Knowing your own emotions
  2. Managing your own emotions
  3. Motivating yourself emotionally
  4. Recognizing emotions in others
  5. Handling relationships well
Step #1: Self-Control

1. Knowing your own emotions
   - What am I feeling?
   - Why am I feeling it?
   - How did I learn this?

   Exercise #1

   - https://www.youtube.com/watch?feature=player_detailpage&v=LTrfFtz1aoY
Step #1: Self-Control

1. Knowing your own emotions
   - What am I feeling?
   - Why am I feeling it?
   - How did I learn this?

   - Exercise #1
Step #1: Self-Control

2. Managing Your Own Emotions
   - Self-soothing
   - Reducing anxiety, anger, gloom
   - "Having your emotions without your emotions having you"

   - Exercise #2
Step #1: Self-Control

3. Motivating Yourself Emotionally
   - Using your emotions
   - Self-control
   - Delayed gratification
   - Harnessing your emotions
Step #1: Self-Control

4. Recognizing Emotions in Others
   - Identifying
   - Empathy, not sympathy \( \rightarrow \) relate, but not feeling sorry

   - Exercise #3
Step #1: Self-Control

5. Handling relationships well
   - Tailoring your responses
   - Creating understanding
   - Effective collaboration
   - Using differences or conflict to build, not to tear down
   - Resolving conflict positively
Step #1: Self-Control

- Anger's purpose: Protect/Defend
  - Someone cuts in line at the store
  - Having your life threatened
  - Being belittled, disrespected, unimportant, useless, stupid, worthless, dumb, of no consequence, trash, unloveable, etc.
Step #2: Create & Maintain a CONNECTION

- Principle #2:
  Connecting with people means the other person knows that you are "with" them, that the interaction is much more than an exchange of information.
Step #2: CONNECTION

• Interaction Analysis
  – Content: Words, topic, information
  – Process: What’s happening between us while we are talking
    • Emotions
    • Patterns
    • Motives & Assumptions

Relationship or connecting where the problem is solved
Step #2: CONNECTION

- Process: Where the relationship is
  - Non-verbals
  - Voice tone
  - Facial expressions, especially the EYES
  - Emotions
  - Physiology
  - Psychological cues
Step #2: CONNECTION

- Establishing a CONNECTION

A. Introduce yourself
  - Make and maintain eye contact  \rightarrow \text{I value you, you value me}
  - Give FULL FOCUS and LISTEN
  - Make the conversation more private, if appropriate
Step #2: CONNECTION

- Establishing a CONNECTION

  B. Mirror (Active Listening)

    1. Emotions
    2. Facts
    3. Person's desired outcome
    4. Check for accuracy
Step #2: CONNECTION

• Establishing a CONNECTION
  C. Express Empathy
  • Verbally identify with the person’s plight
  • Doesn’t require agreement
https://www.youtube.com/watch?feature=player_detailpage&v=LTrfFtz1aoY

Discussion
• Exercise #4

A. Introduce yourself and CONNECT
B. Mirror: Emotions, Facts, Desired outcome
C. Express Empathy: verbally identify w/person

• You don't have to talk them out of their anger.
• Giving people permission to be angry means they don't have to justify it.
Step #3: Seek a Solution

- Principle #3: CONNECTION makes finding a solution easier, and more of a collaborative venture
Step #3: Seek a Solution

- Theirs, if possible
- Offer other options, if possible
- Personally go the extra mile
- Do not compromise or sacrifice your CONNECTION (they may do this, but you should not)
Step #3: Seek a Solution

https://www.youtube.com/watch?feature=player_detailpage&v=vTxD14ULf5M

Discussion
Exercise #5
Not every situation has a nice, neat ending...

Questions?