The Stages of Crisis

1. Anxiety
2. Defensiveness
3. Acting Out
4. Tension Reduction
The Stages of Crisis

1. Anxiety: Support
2. Defensiveness: Set Boundary
3. Acting Out: Maintain Safety
4. Tension Reduction: Build Rapport
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1. Anxiety: A noticeable increase or change in behavior, e.g., pacing, finger drumming, wringing of the hands, staring, etc.
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2. Defensiveness: The beginning stage of loss of rationality. At this point an individual often becomes belligerent and challenges authority.
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2. Set Boundary: Take control of the escalating situation by offering choices
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3. Acting Out: Loss of control, usually resulting in physical or verbal aggression.
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3. Maintain safety: Use of non-violent restrain, when necessary.
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4. Tension Reduction: The decrease in physical and emotional energy which occurs after a person has acted out, characterized by the regaining of rationality.
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4. Build Rapport: Use the COPING Model
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The COPING Model

C: Control
O: Orient
P: Patterns
I: Investigate
N: Negotiate
G: Give
What is your leadership style?
The Stages of Crisis

1. Anxiety: Support
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4. Tension Reduction: Process
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A few key roles…

- The role of language in the process
- The role of non-contingent communication
- The role of rational detachment