

IT'S YOUR LIFE. IT'S YOUR CHOICE.



# **Personal Safety training**

## **Welcome**

**Presented by**  
**Neil Dalby**

# Aim

To inform staff of how to use personal safety skills and techniques when dealing with individuals who may display verbally or physically challenging behaviour

# Objectives

By the end of the training, participants will be able to:

- ❖ Define Crisis into 2 distinct and identifiable behaviour levels and match each level with the appropriate staff attitude/approach to de-escalate behaviour
- ❖ Have an awareness of non-verbal communication and it's effect on the anxiety level of an individual

## Objectives (continued)

- ❖ Have an awareness of Paraverbal communication and encourage appropriate Paraverbal communication
- ❖ Identify different stages of verbal challenging behaviour & appropriate verbal response by staff to de-escalate
  - ❖ Use active listening skills
- ❖ Identify underlying factors which precipitate verbal & physical behaviours and learn ways to maintain a professional attitude

# Crisis Development

## Behaviour

### 1. Anxiety

(a change in behaviour)

### 2. Defensive

(non compliant)

## Staff response

### 1. Supportive

(calm, reassuring)

### 2. Directive

(choices & consequences)

# Non-verbal communication

## ❖ Personal space

(an area surrounding the body – 1 ½ – 3ft)

Body language & facial expressions

(calm, relaxed, open, natural)

## ❖ Paraverbal communication

(not what we say, but how we say it)

### ❖ Tone

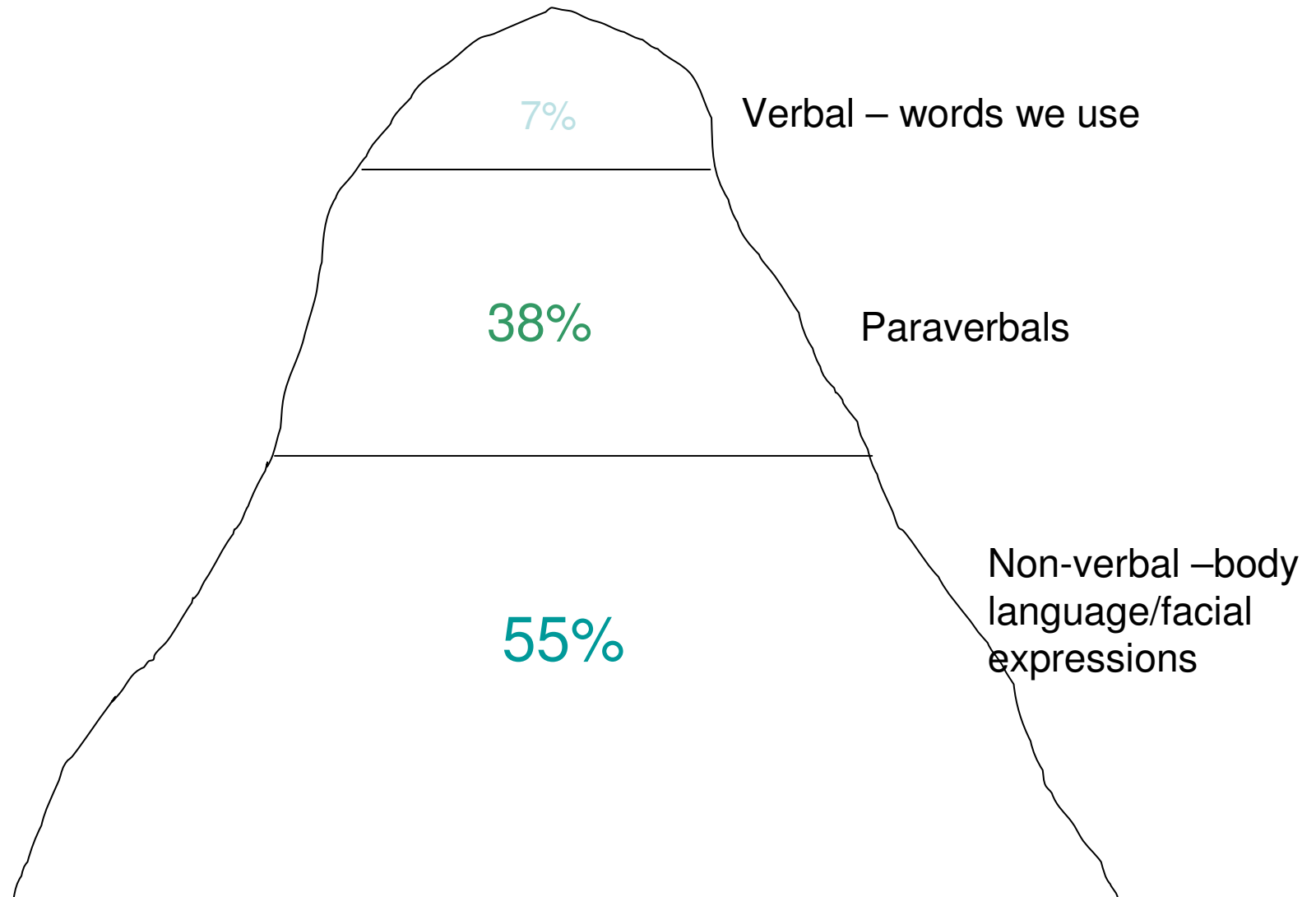
### ❖ Volume

### ❖ Cadence

IT'S YOUR LIFE. IT'S YOUR CHOICE.



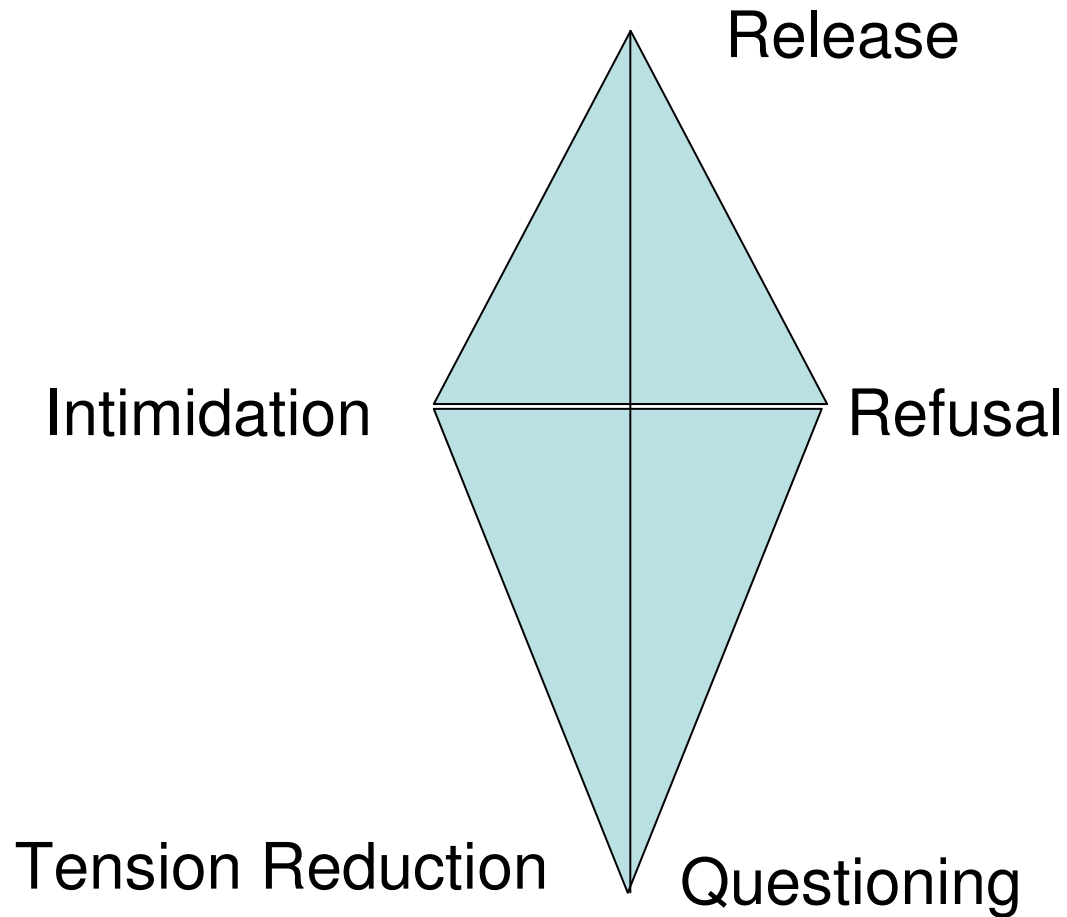
# Communication iceberg



IT'S YOUR LIFE. IT'S YOUR CHOICE.



# Verbal escalation





# Verbal Escalation

- ❖ Questioning – information seeking/challenging
- ❖ Refusal – give choices & consequences
- ❖ Release – allow to vent, listen
- ❖ Intimidation – take seriously, document
- ❖ Tension Reduction – allow time, re-establish communication

# Active Listening Skills

- ❖ Be non-judgemental
- ❖ Give undivided attention
- ❖ Listen for the 'hidden' message
- ❖ Allow silence
- ❖ Use re-statement

# Triggers

Factors that may cause individuals to display challenging behaviour.

e.g.

Weather

Medication

Illness

Frustration

# ***Personal Safety in the Community***

## **Are you at risk?**

- ❖ What can you do to help yourself?
  - ❖ Develop confidence
  - ❖ Be calm and assertive
- ❖ Look confident, not arrogant
  - ❖ Keep fit

## **Avoid risk**

- ❖ Avoid confrontation
- ❖ Inform others of your whereabouts
- ❖ Be clear about where you are going and how to get there

# Staying safe

**Never assume it won't happen to you**

❖ Be aware

❖ Trust your intuition/feelings

❖ Recognise and channel fear

**Take action when in real danger**

❖ Get away fast

❖ Avoiding violence shows strength, not weakness

❖ Get help for yourself / others (ring 999)

## Staying safe

- ❖ When in someone's home, be aware of potential risk
- ❖ Assess risks – mood, past experiences etc (maybe you need 2 staff)
  - ❖ If possible, place yourself between the individual and the exit
- ❖ Be aware of the individual's whereabouts, is there anyone else in the home
  - ❖ Observe for potential weapons

## Staying safe

- ❖ Trust your feelings and act upon them
- ❖ Carry a fully charged and credited mobile
  - ❖ Carry a personal alarm
- ❖ If you can't get out, lock yourself in a room and use your mobile
- ❖ Ask someone to phone you at a predetermined time to give you an excuse to leave
  - ❖ If in doubt – '**get out**