



REPLAY

guide

CalTrin developed this Replay Guide to help you use our free training resources, whether for personal development or with your team, in the way that best fits your needs. This Replay Guide will help you access the training recording and associated materials and provide information on how to use the Replay for professional development.

Calming the Storm: Foundational Skills in De-escalation

It is inevitable that, as helping professionals, we encounter individuals who are frustrated, angry, and dissatisfied and who unleash these emotions onto us. These interactions can range from uncomfortable to frightening and can leave us feeling frustrated, fearful, and "on edge." Without the skills and confidence to handle these situations, we risk damaging our relationships with others and contributing to our own emotional exhaustion and burnout. Verbal de-escalation is a set of practical skills that reduces the level of emotional and behavioral agitation, leads to a safer workplace, and results in less emotionally damaging outcomes.

TRAINING OBJECTIVES

Learners will:

- Understand the psychological & behavioral aspects of emotional escalation (Escalation from the Inside)
- Learn how to implement the four critical components of verbal de-escalation (The Four Cornerstones)
- Learn how to identify common challenges and how to avoid them

THIS CALTRIN REPLAY INCLUDES:

- One-hour recording
- Webinar workbook
- Presentation slides (Live CalTrin webinar, 2/21/2023)
- De-escalation handout

WHERE TO FIND THIS CALTRIN REPLAY

Calming the Storm: Foundational Skills in Verbal De-escalation is available to learners in the CalTrin learning management system. If you do not yet have a CalTrin account, you can [create one for free](#).

Access the Replay

Suggestions for Using this CalTrin Replay

INDIVIDUAL PROFESSIONAL DEVELOPMENT

- Set aside time in your schedule to watch the recording in a quiet location with few distractions (1 - 1.25 hours). If you cannot find a block of time to complete the entire training at once, complete one section of the training agenda at a time (Understanding Escalation, De-escalation, and, if you are a leader, Questions for Leaders). You can listen to more detail about the training agenda at the 1:04 mark in the recording and/or refer to slide 11 in the presentation slide PDF.
- Consider inviting a colleague to take the training and plan to discuss it when you have both completed it.
- Download and/or print the webinar workbook.
- Pause the recording at the two indicated reflection points. These are highlighted with a blue slide background and occur at the 3:15 and 4:47 marks in the recording. The workbook provides questions and space to take notes for each reflection.
- At the end of the training, review the "To Do and Not to Do" lists on pages 4-5 in the workbook to reinforce what you have learned.
- Use the list of resources at the end of the workbook to continue your learning.
- Practice the four steps of de-escalation in your daily work. Use the De-escalation Handout as a reminder.

TEAM PROFESSIONAL DEVELOPMENT

Planning the Training:

- Determine how much time you have for team training. To complete the entire training in a group setting, you likely need 1.25 - 2 hours. If your team cannot schedule a larger block of training time, consider:
 - Breaking the training into two to three sections (Understanding Escalation, De-escalation, Questions for Leaders)
 - Alternatively, you could assign part or all the training for your team to complete independently and use team training time for discussion, review of agency-specific procedures, and role-play.
- Think about who will attend the training and your training objectives. Create a training agenda based on the needs of your team.
 - If you are planning for a leadership team, are there specific questions in the "Questions for Leaders" section that should be highlighted for discussion? Be sure to plan sufficient time. If your leadership team has limited time, you might consider having leaders

complete the first two sections independently and focus your time together on this section (this segment is approximately seven minutes without discussion).

- Do you want to review your agency's current policies and procedures as part of the training?
 - Anticipate questions your team may ask.
 - Consider additional slides or materials that should be shared with participants.
- Would it be helpful to role-play the skills discussed in the training?
 - Who will facilitate this? Would it be helpful to talk to a few people before the training about this exercise?
- If you plan to use the recording during training, ensure your training space or virtual platform has adequate technology in place to share the webinar recording with participants.

During the Training:

- Provide a hard copy of the webinar workbook for each participant or send the workbook in advance and ask participants to have it available. You may also wish to provide the notetaking slides to help participants follow along with the recording.
- If watching the recording together, pause at the two indicated reflection points. Invite participants to share their observations. The workbook provides questions and space to take notes for each reflection.
- At the end of the training, review the "To Do and Not to Do" lists (pages 4-5 in the workbook) to summarize.

After the Training:

- At the end of the training or in a follow-up communication:
 - Encourage participants to practice the four steps of de-escalation in their daily work. Provide the De-escalation Handout as a reminder.
 - Encourage participants to use the list of resources at the end of the workbook to continue learning.
 - Remind participants where they can find the Calming the Storm: Foundational Skills in Verbal De-escalation replay if they would like to review it again.
- A CalTrin certificate is not issued for the use of replay materials. Your agency may wish to create a certificate or another method to record participation in training activities based on this replay.
- [Contact CalTrin](#) with questions or feedback!

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TRAINING REPLAYS ON YOUTUBE!



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