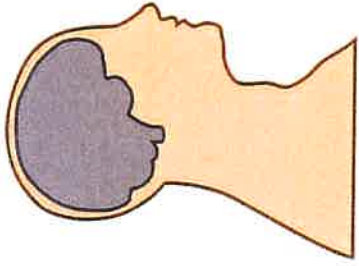


# C3 De-escalation®

A WORKSHOP FOR LAW ENFORCEMENT SPECIAL OPERATIONS  
PACED THROUGH THE 4-STEP MODEL




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## C3 De-escalation Goals

- Prevent mental health crises
- Decrease police calls or ER visits
- Improve safety for clients, staff, and others
- Decrease stress
- Decrease negative outcomes such as jail time or broken relationships

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## C3 De-escalation Research Base

- 1 Dr. John Gottman on adrenaline overload
- 2 Dr. Amy Arnsten on brain circuits

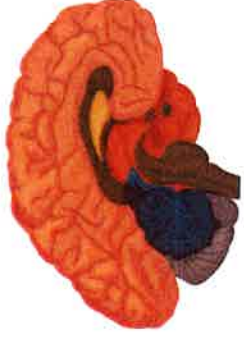
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# Adrenaline & the Brain

## The higher brain handles

1. Rationality
2. Good judgment
3. The ability to remember consequences.
4. Keeping a balanced perspective.
5. Inhibiting the worst impulses of the alligator brain

Under stress, this part of the brain disconnects



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## The breakdown can be caused by

1. Adrenaline overload
2. Anger
3. Anxiety



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## The C3 approach

1. Calm: lower adrenaline
2. Circuit: Give brain circuits a chance to re-establish, so the client's self-control can reconnect.
3. Connection: connect the dots, plan ahead

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## Adrenaline Overload

AKA FLOODING

## Flooding problems

1. Like talking to a wall
2. Magnification
3. Can't see options
4. 0-60 escalation



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## Don't argue!

1. Arguing drives up adrenaline
2. Flooding people aren't listening
3. Flooding is not a teachable moment! Wait until they calm down



Flooding is chemical, not character

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## Flooding Symptoms

1. Light skinned people turn red
2. Dark skinned people get darker
3. You may see a vein on the forehead or temple
4. Clumsy or scattered movements means they have lost small muscle control



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## Mental signs

1. Broken sentences
2. Fluent profanity
3. Feeling Right
4. Us vs. them
5. Loss of hope



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# Discussion

WHEN HAVE YOU  
SEEN FLOODING?

## Silent Flooding

- 1 Looking tense, like a coiled spring
- 2 Not responding.
- 3 Blocking out input, such as
  - 1 Looking down
  - 2 Staring straight ahead
  - 3 Covering their ears or eyes.
  - 4 Hurrying on business activity.



## What to do about silent flooding

- 1 Leave space
  - 2 Leave time to regroup
- DO:
- 1 Take a step backwards
  - 2 Ask if they want to talk later




## What to Do about Flooding

- Large muscle movement lowers adrenaline  
 Large muscles are the triso, arms, and legs
- 1 Going upstairs
  - 2 Walking with you
  - 3 Running an errand
- Choose safety!
- No matter where you are, you can always do deep breathing.



## Flooding people need space



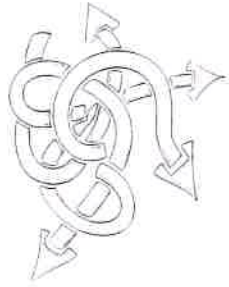
Usual conversational distance is about 3 feet.  
 Someone with mental health issues or history of incarceration, conversational distance is about 6 feet

Many professionals have what they call their outside office

*Let clients set the distance*

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## Simple sequence questions



*"In listening, but what happened first?"*

- 1 Phone numbers
- 2 How to spell names

Help walk clients through paperwork

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## Flooding people are easily distracted



*"Did / hear we might have ice cream tonight?"*

Health  
 Pets  
 Text them

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## Coming out of flooding

Listen for changes in speech

Disjointed	→	Orderly
Rapid	→	Conversational
Edgy	→	Normal tone

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## Flooding and you

You can help calm someone else by managing your own flooding.

Flooding symptoms:

- 1 Pounding head
- 2 Shallow breathing
- 3 Whirling thoughts
- 4 Not being able to concentrate

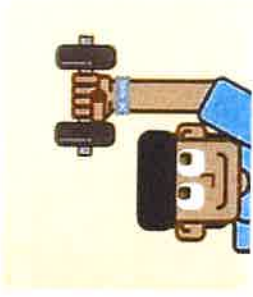


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## How to bring yourself out of flooding

- 1 Spot your symptoms
- 2 Work large muscles
- 3 Breathe!

Plan ahead



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## Prepare yourself against flooding

- 1 Work out ahead of a tough day
- 2 Go exercise
- 3 Do something to lighten the mood
- 4 Dig in the garden
- 5 Sing really loud




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## Body Language & Respect

SECURITY: BODY LANGUAGE & RESPECT: C3 DE-ESCALATION  
RESPECTFULNESS AND FEELING SAFE

## DO! Leadership Posture



Calm, intelligent gaze

Taking up appropriate space

Authority voice is low & resonant

Friendly, but not overly animated face. Smile with your eyes.

Squared body, 5 point direct face, point of each shoulder & each hip

Stable stance

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## DON'T! Belligerence



Narrowed brow

Showing teeth

Shaking your finger in someone's face or cross to trigger hostility


Belligerent voice is sharp & harsh

Eyes glaring

Pushing forward & invading

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## If someone you are working with seems belligerent, look for palms out



Even though this person may be yelling at you, Restoring with palms out means,

"Work with me."

If reasonable, do something!

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## Mirroring



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## Mirroring belligerence



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## DON'T! Submissiveness

Over-imitated face

Messy hair & clothes

Awayward stance

Check your hands and feet



Foolish smile

Cramped body

Poor posture

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## DON'T! Shaming Signals

- 1 Rolling eyes
- 2 Smirking
- 3 Sarcastic tone of voice
- 4 Goad you're stupid, sigh
- 5 Irritable signs of impatience



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## Practice: Body Language



## LEED: Listen with Empathy, Equity & Dignity

If a client feels disrespected they can escalate rapidly

"Do I have a voice in what happens to me?"

Is there respect for basic human dignity ?

Does this person care about my welfare ?



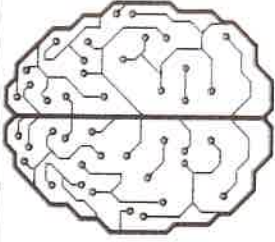
# C3 De-escalation®

A WORKSHOP FOR LAW ENFORCEMENT AGENCIES  
DOTTI ERSBOW, JEFFREY & ANFRA MIEDEA, LLC



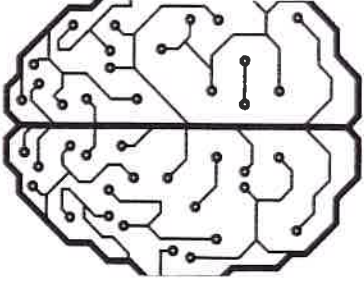
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# C3: Circuit



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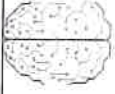
# The Higher Brain handles:



1. Self control
2. Consequences
3. Controlling worst impulses

3


# Higher Brain control is weakened by:



1. Stress
2. Anger
3. Fatigue

4

## To help your client's brain keep control



1. Lower adrenaline.
2. Maintain your own calm.
3. Work the higher brain.

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## Defiance/ Suggestibility

Flooding people may defy commands, yet fall into suggestions.

Oliver, a drink of water/ piece of candy

"I need to step down the hall. Walk with me."

"Does it feel good of jelly to you?"

"You don't need these people up in your business."

"Can I make a phone call for you?"

"How about we work on that (paperwork) together?"



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## Simple problem-solving



"Where is that building located?"

"Who can we call?"

"OK. How would we get hold of that person?"

"When could you do that?"

"How long would it take you to get those documents?"

"Do you know where to go to get that?"


"Do you know where that office is located?"

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## Working memory

Explaining how to do, or work out something from memory


A sign that working memory is engaged is when their hands move.



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## Non sequiturs

*"You like pickles on your pizza?"*  
*"What does that have to do with LeBron James?"*  
*"What's the capital of Wyoming?"*



This works by surprise, so use sparingly. Never repeat the same lines to the same person


## Cellphone Tips

A flooding person may not be able to read their own cellphone




The small muscles around the eyes have stopped working well.

## Escalation Patterns



## 5-Stage Escalation Scale



5 Violence  
 4 Hostility  
 3 Anger  
 2 Anxiety  
 1 Calm

To head off aggression, watch for anxiety. The sooner you de-escalate, the easier it is

## Anger v. Hostility

Moving towards vs. Moving away  
Getting up vs. Staying seated  
Intense focus vs. Scatter of focus



*Rage follows vision*

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## Moving paper technique

The eye will follow a moving object  
Draw their eye to the paper  
Hold their attention by writing their name,  
hosting statements



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## Anger or Hostility?




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## Focused Hostility



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## Moving paper technique



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listing statements

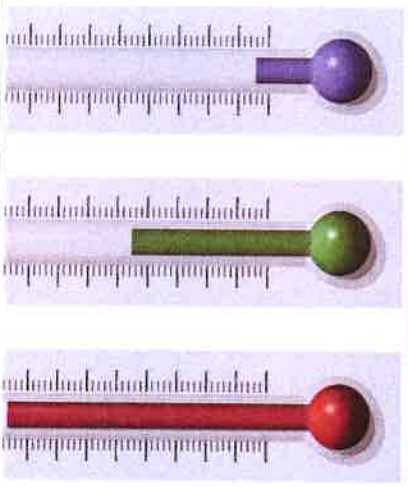
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## Create a plan

1. Establish a safe zone  
2. Establish a safe zone  
3. Establish a safe zone  
4. Establish a safe zone  
5. Establish a safe zone  
6. Establish a safe zone  
7. Establish a safe zone  
8. Establish a safe zone  
9. Establish a safe zone  
10. Establish a safe zone

## Plan for your agency

- Early signs
- Triggers
- Time of day/season
- People who influence
- Three good options



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