

A D A M L . S A E N Z

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RESTORING HOPE AND WELL-BEING
TO CHANGE LIVES



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The Stages of Crisis

1. Anxiety
2. Defensiveness
3. Acting Out
4. Tension Reduction



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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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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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The Stages of Crisis

1. Anxiety: A noticeable increase or change in behavior, e.g., pacing, finger drumming, wringing of the hands, staring, etc.



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The Stages of Crisis

1. Support: A non-judgmental approach to decreasing anxiety.



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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 restraint, 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



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What is your leadership style?



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The Stages of Crisis

1. Anxiety: Support
2. Defensiveness: Set Boundary
3. Acting Out: Maintain Safety
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

