

When an injury occurs within your organization that is related to an adverse behavior incident injury to your staff and or to the person you serve may have been avoided if the staff member had better execute the de-escalation technique(s) that they had been taught. Organizations such as yours spend a lot of time and resources developing their policy and procedures and providing training to aide in the prevention of adverse behavior incidents.

One training component found helpful to better prepare your employees is providing them the opportunity to role play the de-escalation techniques that you have taught them. Without the ability to practice these techniques staff may not act in a manner you desire. When we allow time to role play the employees may feel more prepared when trying to de-escalate a situation. Below are some ideas on how to provide the opportunity for staff to role-play the de-escalation training techniques.

### **Role-playing De-escalation Training:**

- Keep the training as a mini lesson 3-5 minutes
- Include role-playing:
  - for new hires
  - during department meeting or stand-up meetings
  - whenever there is a change to the behavior care plan
  - because of a status change for a person you serve
- Make sure you have the caregivers switch roles- have employees play the role of the person you serve as well as the caregiver
- Have employees choose from a list of de-escalation techniques and/or use techniques identified in a current behavior plan
- Discuss with the group what de-escalation techniques were observed to be performed well and what opportunities did they observe that may help enhance the employee's performance
- Choose role-playing scenarios that have occurred or that would closely relate to what you would experience from within your organization