Verbal Escalation ContinuumSM



Release

Defensive

Verbal and emotional outburst.

Allow venting; remove the audience or the person

Refusal

Noncompliance.

Set limits.

Questioning

- Information-seeking: A rational question seeking a rational response.
 - Give a rational response.
- 2. Challenging: Questioning authority.
 - Downplay the challenge. Stick to the topic. Set limits.

Intimidation

The individual is verbally and/or nonverbally threatening staff.

- Take all threats seriously.
- Seek assistance.

Tension Reduction

Decrease in physical and emotional energy.

Therapeutic Rapport.