



De-escalation: How To Stop Insults, Arguments and Fights Instantly

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SEVERAL SLIDES C/O DOUG NOLL (AUTHOR OF *DE-ESCALATE*)

Welcome / Objectives

- ▶ If, like me, you are confrontation-averse or frightened by displays of anger, this'll help
- ▶ 3 skills that work together to de-escalate a tense situation
 - ▶ Ignore the words
 - ▶ Identify/guess at the emotions
 - ▶ Affect labeling - Reflect the emotions with direct, declarative statements

DE-ESCALATE



How To Calm
An **ANGRY** Person
in 90 Seconds or Less

Douglas E. Noll

Who am I?

- ▶ Puck Malamud
- ▶ MLIS '19 (hopefully :D) @ Simmons College
- ▶ Just another aspiring librarian
- ▶ I read *De-escalate* and found the insights valuable and thought I'd share them with you

Who Is Doug Noll?

- ▶ Started out as a lawyer, then became a mediator
- ▶ **Masters Degree in Peacemaking and Conflict Studies**
- ▶ **Co-Founder, Prison of Peace**
- ▶ Authored *De-Escalate* and teaches webinars on the same skills

Prison of Peace Program

- ▶ Founded in March 2010 by Laurel Kaufer and Douglas Noll by the request of Susan Russo, an inmate at Valley State Prison for Women (VSPW) in Chowchilla, California.
- ▶ Participants resolve conflicts, act as mediators, teach their skills to other inmates.
- ▶ Initial participants in each prison serving life or long-term sentences, with preference given to those serving sentences of life without parole.
- ▶ Participants can successfully change a culture of violence in their facility

How Would You Respond?

- ▶ What? You forgot the gift? I can't believe how stupid you are!
- ▶ Write down your response.

How Would You Respond?

- ▶ Would you stop doing that? It drives me crazy!
- ▶ Write down your response.

How Would You Respond?

- ▶ All you can do is think about yourself. You never think about my feelings!
- ▶ Write down your response.

What We'll Cover:

- ▶ Skill #1: How To Ignore Angry Words
- ▶ Skill #2: How To Guess At The Emotions
- ▶ Skill #3: How to Reflect Back The Emotions With A Simple "You" Statement



Skill #1: How To Ignore Angry Words



"I don't understand how ignoring
the words with angry people
will..."

- ▶ Help me remain calm
 - ▶ Really work
 - ▶ Calm the angry person down
 - ▶ Make me more effective
 - ▶ Create peace
- 

Answer:

- ▶ Ignoring the words protects you from getting triggered
- ▶ We are fixated on words even when they are not important
- ▶ You don't need to listen to words—you've heard it all before, right?
- ▶ You have to ignore the words to free up your brain's bandwidth for the next skill
- ▶ Despite ignoring the words, you will remember MORE of what was said than you can imagine



Skill #2: How To Guess At The Emotions



“Emotions are hard to read. I’m not...”

- ▶ Able to guess at emotions
 - ▶ Able to read emotions
 - ▶ Able to pay attention to others' emotions
 - ▶ Emotional myself
 - ▶ Comfortable with other people's feelings
- 

Answer:

- ▶ You have an innate ability to understand what another person is feeling
- ▶ You only have to guess at the emotions
- ▶ It doesn't matter if you are wrong
- ▶ There are really only a few emotions that you need to recognize

Nine Innate Affects

Affect: innate, biological response to increasing, decreasing, or persistent intensity of neural firing.

Feeling: awareness of an affect

Emotion: a feeling plus memory of prior similar feelings.

❑ Distress-Anguish

❑ Interest-Excitement

❑ Enjoyment-Joy

❑ Surprise-Startle

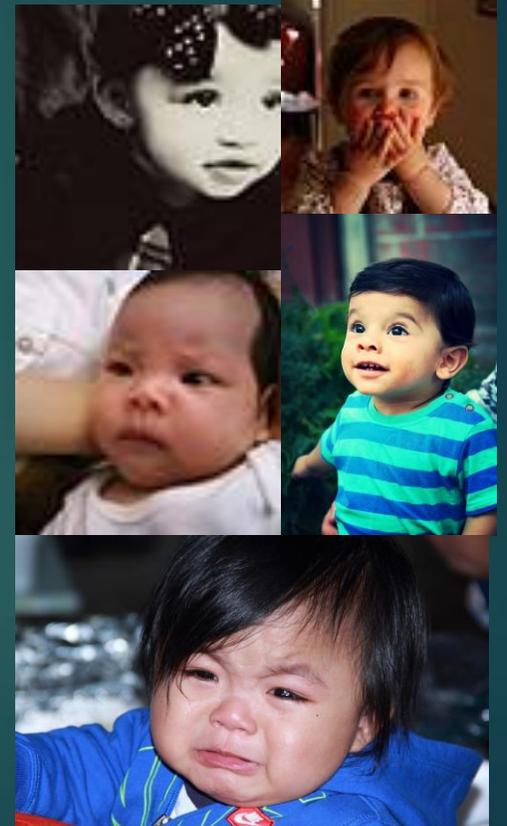
❑ Anger-Rage

❑ Fear-Terror

❑ Shame-Humiliation

❑ Disgust

❑ Dissmell



Common Negative Emotions:

Emotions Come in Layers

1. Anger, Rage, Frustration
2. Anxiety, Fear, Frightened, Scared
3. Unfair, Unsupported, Unheard
4. Shame, Humiliation, Embarrassment
5. Sadness, Grief
6. Abandoned, Alone, Unloved

Try it now:



Including swelling of the face, mouth,
lips, gums, tongue, throat, or neck

Lyrica



Skill #3: Reflect Back The
Emotion With A Simple
"You" Statement

Some People Say...

- ▶ “Telling someone how they are feeling is rude and manipulative”
- ▶ “I don’t know how to...”
 - ▶ Reflect back feelings
 - ▶ Be empathic
 - ▶ Speak to someone’s feelings, rather than their words

All It Takes Is A Simple “You” Statement

- ▶ “You are angry.”
- ▶ “You are frustrated”
- ▶ “You are pissed off.”
- ▶ “You are sad.”

How to do this

- ▶ Don't ask questions
- ▶ Don't use an "I" statement
- ▶ Keep it simple and direct
- ▶ Be informal, conversational
- ▶ Be authentic

Telltale Signs You've Succeeded

- ▶ Nod of the head
- ▶ Verbal response: “Yeah!” or “Exactly!”
- ▶ Drooping shoulders
- ▶ Sigh of relief

How Would You Respond Now?

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- ▶ Write down your response.

How Would You Respond Now?

- ▶ Would you stop doing that? It drives me crazy?
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How Would You Respond Now?

- ▶ All you can do is think about yourself. You never think about my feelings!
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What We've Covered:

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- ▶ Practice these skills with a trusted friend
 - ▶ Then test them out in low risk social environments!
 - ▶ Hopefully next time you encounter a livid patron or colleague, you'll have these ready in your back pocket.



Questions?

Wanna practice during the
unconference portion?