



Workshop de-escalation

**EPTA Annual Conference
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Welcome

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introduction

Overview of the workshop objectives

Workshop structure

- Introduce the concept and importance of de-escalation in the penitentiary system
- Share experiences and case examples
- Discuss barriers, challenges, and lessons learned
- Identify future developments and strategies

Total duration 3.45 hours (split into two 1.5-hour sessions, 0.45 hour -group presentations, workshop wrap up)

Workshop objectives

- The workshop aims to provide participants with insights into how de-escalation techniques can be integrated into training modules and everyday life
- share experiences and strategies from different countries
- identify common challenges, and explore policy changes and future directions for implementing effective de-escalation practices across European penitentiary institutions.

Session 1

Introduction to De-escalation

- What is De-escalation & when do we use it?
- What incidents are we talking about?

What is De-escalation

- Should we use the term "verbal de-escalation" or just "de-escalation?"
- The term "verbal de-escalation" is more specific and emphasizes the focus on communication techniques aimed at calming potentially violent situations through dialogue, making it clear that the approach is non-physical.
- This is often important when verbal techniques are a key skill in the training program.

What is De-escalation

- “De-escalation” on its own is a broader term that can include both verbal and non-verbal strategies (e.g., body language, situational management, etc.)
- Is be more suitable when the training covers a wider range of methods beyond just verbal communication.

What is De-escalation

- De-escalation seeks to help staff to **intervene early**, using verbal and non-verbal techniques to **interrupt an escalation into a more serious incident** by helping the prisoner/patient to **refocus, reduce** their agitation and facilitate a return to **problem-solving** in a more pro-social manner **without** the need to **harm** themselves, property or others in some way.

Key Techniques

- Active Listening:
- Clear Communication:.
- Calm Manner:
- Non-Threatening Body Language:
- Empathy and Respect:

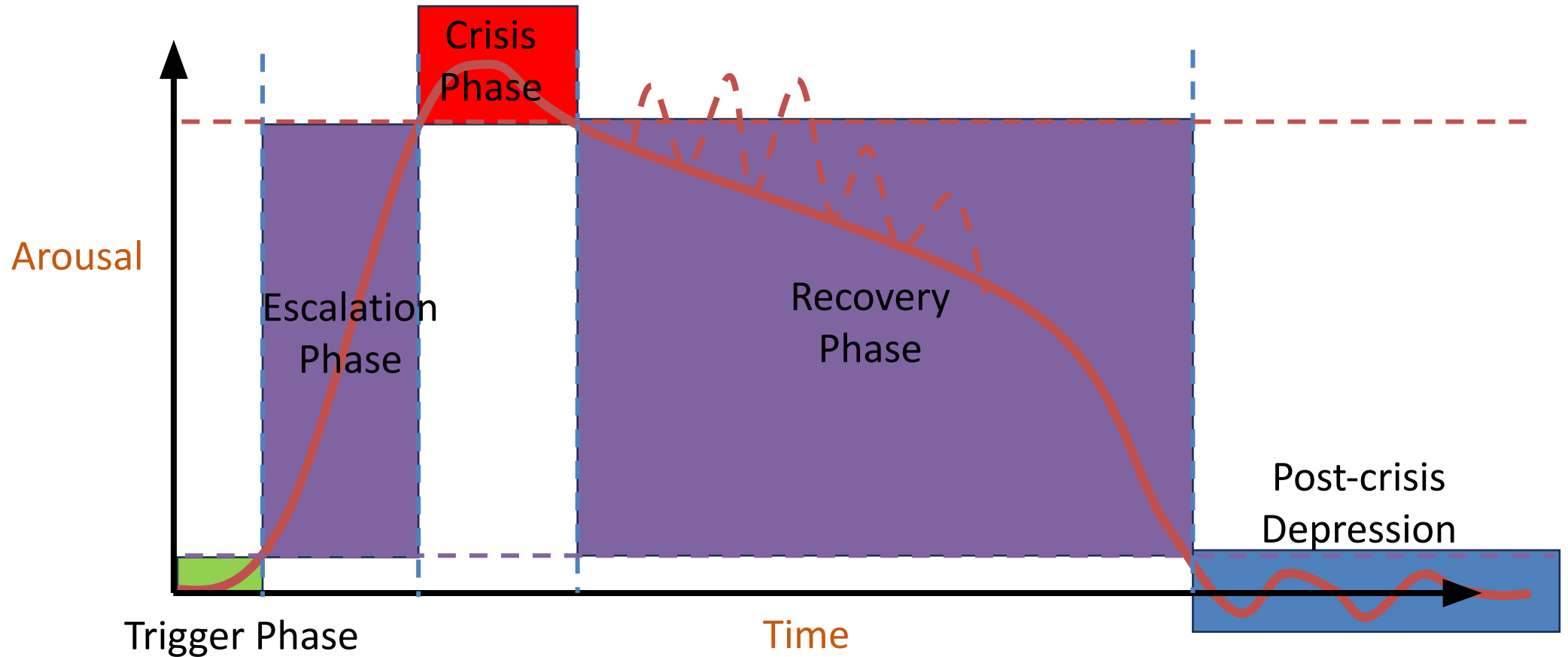
when do we use it?

- De-escalation incidents may be conducted in almost any area of an establishment.
- Their application will follow the same principles wherever and by whoever they are used.

when do we use it?

- When we talk about de-escalation we mean those situations where there is evidence of anxiety, agitation, aggression; thoughts of self-harm or suicide where there is the potential for the prisoner/patient to lose control and cause disruption or hurt themselves or others if staff did not intervene.

The Assault Cycle (Kaplan & Wheeler 1983)



Real-life examples of successful de-escalation

Benefits in the penitentiary setting

1. Prevention of Violence:
2. Reduction of Injuries:
3. Improvement in Relationships:
4. Promotion of Rehabilitation:
5. Cost-Effectiveness:

Role in penitentiary education

- **Training Staff:** Providing training in verbal de-escalation equips staff with the skills needed to manage conflicts effectively and safely.
- **Standard Operating Procedures:** Integrating de-escalation techniques into standard operating procedures ensures consistent application across the institution.
- **Role-Playing and Drills:** Regular role-playing and drills help staff practice and refine their de-escalation skills, preparing them for real-life scenarios.

General discussion on the de-escalation concept.

Interactive session: Sharing experiences

- 3-4 participants are invited to share their experiences (5 minutes each).
- Participants present the developments and implementation of de-escalation strategies in their countries.
- Real-life examples highlighting successes and challenges.

De-escalation training programs and educational initiatives

- Module based program
- Certification program
- Use of technology
- Specialized Training for Different Populations

Session 2: Lessons learned and future directions

Brainstorming session:

Identifying Barriers and Challenges in learning and implementation of de-escalation in practice.

Participants share their ideas one by one.

Group exercise: Future Developments

Creation groups (maximum 5 persons per group; 6 groups proposed).

- Based on the challenges and barriers clusters identified in the brainstorming session, each group develops effective policy changes, educational and implementation strategies.

Presentations (30 min)

Workshop Wrap-Up

Key Takeaways from the Workshop on De-escalation in Penitentiary Institutions:

- Importance of Verbal De-escalation
- Policy Changes to Support De-escalation
- Commitment to Implementation
- Collaborative and Interdisciplinary Training
- Addressing Barriers and Challenges
- Research and Development

**Thank you for your
participation**