

De-Escalation & Community Collaboration

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Serious Mental Illness

- o A syndrome characterized by clinically significant disturbance in an individual's cognition, emotional regulation, or behavior that reflects a dysfunction in the psychological, biological, or developmental processes underlying mental functioning (DSM-5)
 - o Major Depressive Disorder
 - o Bipolar Disorder
 - o Anxiety Disorders
 - o Personality Disorders
 - o Thought Disorders
- o Must cause significant disruptions in a person's life areas such as: work, school, family, community, and personal routines.

Intellectual and/or Developmental Disability

- o A disorder with onset during the developmental period that includes both intellectual and adaptive functioning deficits in conceptual, social, and practical domains. (DSM-5)
 - o Cognitive Limitations
 - o Brain Injuries
 - o Birth Defects
 - o Prenatal Exposure to Drugs/Alcohol
- o Must cause significant interruptions in daily living.

Contributors to Mental Illness:

o Trauma

- o Childhood Abuse
- o Domestic Assault
- o Sexual Assault
- o Systemic Abuse
- o Natural Disasters
- o Car Accidents
- o House Fire
- o Witnessing Events
- o Cultural context to Trauma

o Co-Occurring Disorders

- o Drugs/Alcohol
- o Mental Illness/Intellectual Disability
- o Behavioral Addictions
 - o Gambling, Sex, Eating, etc.

Statistics:

- o In 2021, there were an estimated 57.8 million adults aged 18 or older in the United States with AMI. This number represented 22.8% of all U.S. adults.
- o The prevalence of AMI was higher among females (27.2%) than males (18.1%).
- o Young adults aged 18-25 years had the highest prevalence of AMI (33.7%) compared to adults aged 26-49 years (28.1%) and aged 50 and older (15.0%).
- o Over 1.4 Million adult Michiganders have a mental health condition.



National Institute of Mental Health - 2021

Remember!

Mental illness DOES NOT define a person. Throughout this training – be mindful of how person first language is used.

“She is Bipolar”

vs.

“She is a person with Bipolar Disorder.”



Words Matter...

Do's:

- o Keep your own emotions regulated.
- o Maintain eye contact
- o Listen (Reflective Listening)
- o Offer alternatives
- o Remain resolution focused
- o Be aware of your body language
- o Let silence happen
- o Seek support from someone else



Don'ts

- o Engage
 - o Yell
 - o Blame
 - o Name call
 - o Give false promises
 - o Apologize
 - o Use “always” or “never”
 - o Use sarcasm
 - o Argue
 - o Take the situation personally
 - o Get a supervisor too soon
-
- o <https://www.youtube.com/watch?v=-4EDhdAHrOg>



Process:

- o Greet Customer
- o Observe Body Language
- o Maintain Eye Contact
- o “How may I help you?”
- o Listen
- o Reflective Listening
- o Remain solution focused
 - o What would you like to see happen?
 - o How can we help you accomplish what you’d like to do?
 - o How can we find a compromise?
- o Ask them to calm down
 - o Can you please lower your voice?
 - o Can you please stop swearing at me?
 - o I am not going to be spoken to like this, are you willing to start over?
- o Set limits
 - o If you continue to yell and curse at me, this interaction will be done.
 - o If you continue to speak to me this way, I am going to end the phone call.
- o Follow Through
 - o Ask the person to leave
 - o Hang up the phone
 - o Call for assistance



Just a quick reminder:
you can't please
everyone.

WWW.LIVELIFEHAPPY.COM

TIME 😊
FOR A
BREAK

Community Collaboration:



Community Collaboration

- o Who are the vital members of your community that you have partnerships with?
- o Who are the vital members of your community you hope to form partnerships with?

Community Collaboration:

Mecosta County
Probate Court



Community Mental
Health for
Central Michigan

- *Trainings, trainings, trainings*
- *Annual Meet & Greet*
- *Shared group emails*
- *Relationships*
- *Using preferred methods of communication*
- *Report sharing*

Community Collaboration:

**What
Are You
Doing**



**YEAH AND NOW IF WE CAN ALL GET
BACK TO WORK...**

THAT WOULD BE GREAT

makeameme.org



Thank you!