

Learning Circle Peer Facilitator Guide

De-escalation



Directions: In your local Learning Circles, a Peer Facilitator leads a discussion leveraging the questions below to process the training content from the most recent learning event. Please reflect on all learning topics to date as you discuss today's content including personal life experiences and how these topics might be woven into your day to day work with UHG and ultimately impact our members.

1. As a result of this training, what nonverbal, para-verbal, and verbal cues might we use to facilitate de-escalation?
2. Think about a time when you experienced another person verbally escalating. What stage of escalation were they in? What might be an appropriate response given their stage of escalation?
3. What mannerisms might we exhibit that trigger verbal escalation in others? How might we be more mindful of them?
4. How have you de-escalated crisis situations in the past? What additional tips might you have for the group?