



# The CTARI Institute™

Aware. Attuned. Aligned.

## 9 EFFECTIVE STRATEGIES TO DE-ESCALATE YOUTH & ADULTS WITH HEIGHTENED OR TRIGGERED EMOTIONS

FRANK PICONE, LCSW  
Chief Training Officer



*Training & Consulting Subsidiary of*



# WHY DO WE NEED TO BE ATTUNED TO STRESS?

Chronic stress negatively affects the ability of our children, and ourselves to regulate our emotions and behaviors.

Chronic stress grows neuropathways in the emotional, fight-or-flight part of the brain.

Executive functioning (critical thinking and social emotional skills) become less used and diminish.

Without regulating emotions and optimizing brain functioning, we struggle to respond effectively to today's challenges.

# WHAT IS THIS EXPERIENCE ALL ABOUT?

## ATTUNEMENT

- A bringing into harmony
- To make aware or responsive



# QTIP





# THE ZONES OF REGULATION®

Book by Leah M. Kuypers

## **Blue Zone**

Sad, tired, sick, bored, lethargic, foggy

## **Green Zone**

Happy, calm, feeling okay, focused, ready to learn

## **Yellow Zone**

Frustrated, worried, silly/wiggly; excited, loss of some control

## **Red Zone**

Mad/angry, terrified, yelling/hitting, out of control



Primary mode of communication between people is **90% Body Language.**

### **Calming Body Language**

Comfortable distance

Calm voice and tone and  
measured and rhythmic

Minimal and predictable  
body movement

Open posture (soft facial  
expression, leaning forward

Equal heights

### **Triggering Body language**

Too close

Elevated voice and stochastic speech

Sudden and fast body movements

Crossed arms, leaning away

Significantly higher than person

# YELLOW ZONE STRATEGIES

## #1: GENTLY SAY TO THE PERSON:

“Tell me what you need right now.”

“Tell me how I can help right now.”





# YELLOW ZONE STRATEGIES #2 LISTEN



# YELLOW ZONE STRATEGIES

## #3: VALIDATE THEIR FEELINGS & PERSPCTIVES:

Do **not** say “Calm down” or “I understand” or correct their reality.

**Underlying conflict is not as much the need to be right, but the need to be heard and validated.**

*Conflict ends when true validation begins.*



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<http://pinterest.com/judybelmont>

# YELLOW ZONE STRATEGIES

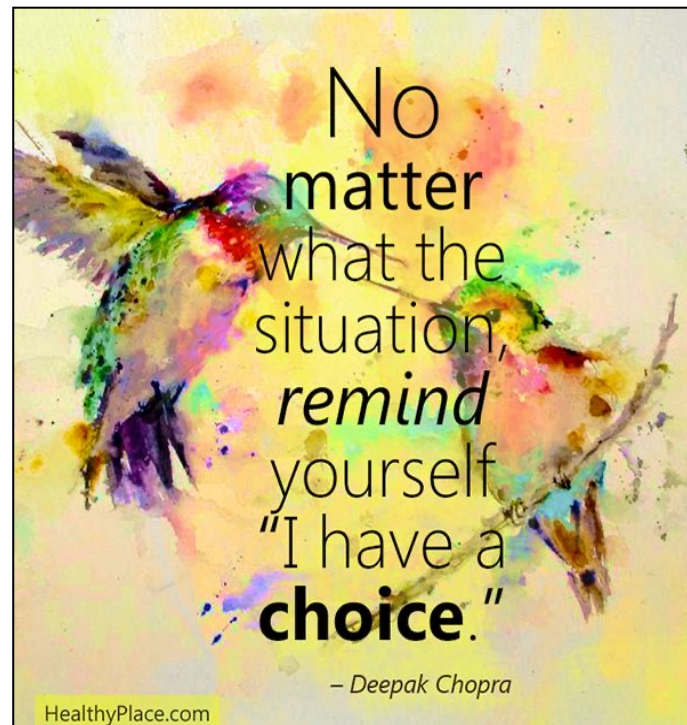
## #4: MINIMIZE THE AUDIENCE FACTOR



# YELLOW ZONE STRATEGIES

## #5: TALK ABOUT THEIR POWER NOT YOURS

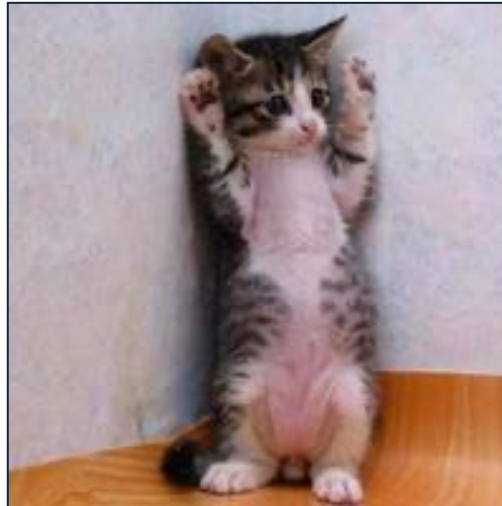
“You have the power to make better choices.”



# YELLOW ZONE STRATEGIES

## #6: GIVE THE PERSON A WAY TO COMPLY WITH DIGNITY

Let them have the last word.  
Do not hover over them.





# YELLOW ZONE STRATEGIES

## #7: SPEAK TO OTHERS WITH RESPECT AT ALL TIMES.

Use body language and words that you would find respectful if your supervisor were speaking to you this way.



# YELLOW ZONE STRATEGIES



## #8: KEEP YOU EGO OUT OF THE CONVERSATION

Your ego is guiding you if...

- You are trying to control them
- You need to get the last word
- You feel that if you do not win, you will look weak or foolish

Remember your goal is to get them to return to the **GREEN** zone where:

- Their frontal cortex comes on line
- They are more reasonable
- Productive discussions can occur

# A WORD ABOUT CRISIS

A crisis exists when behavior presents a clear and present danger to self or others or continued teaching of other students is impossible to achieve.

Know your school's emergency protocols and, in particular, the difference between escalated behavior and a crisis situation.

Isolate the key student(s) presenting the crisis and remove any audience.

Maintain your safety first.



# YELLOW ZONE STRATEGIES # 9

Set clear limits without drama, long speeches, and without hovering (like a football referee).



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BUILDING RESILIENT COMMUNITIES

## TRANSFORMING CULTURES

The CTARI Institute is the prevention division of The Center for Great Expectations, a leader with over 30 years' experience in trauma-informed approaches to substance use, behavioral health treatment, facilitating positive organizational culture change.



## ATTUNED SCHOOL APPROACH™

CTARI's provides dynamic and transformative professional development, training and consultation services using the Attuned School Approach™ to positively transform the school community.

## SEL

CTARI has assembled an expert team to create connected and collaborative communities where everyone's ability to utilize social-emotional and critical-thinking skills is optimized.

## Get in Touch!

To learn more about how The CTARI Institute is elevating social emotional learning (SEL) with proven methodologies for creating attuned and resilient communities, email [ctari-institute@cge-nj.org](mailto:ctari-institute@cge-nj.org) or visit us at [www.ctari-institute.org](http://www.ctari-institute.org).