

REFLECTIVE DE-ESCALATION PRACTICE

Cognitive behavioural therapy is a commonly used technique when addressing occupational issues surrounding emotion, our ability to de-escalate situations and reflect on our personal satisfaction.

When we are fatigued and stressed, it can be difficult to regulate our responses and utilize our best judgement, therefore it is important to regularly check in with ourselves to ensure our daily stressors are not getting the better of us. Once we are able to identify these stressors and our responses to them, the amount of stressful & negative experiences throughout the day will diminish because of this new, practiced skillset.

Here are some techniques brought to you by Dal@WORK, to practice when faced with difficult or stressful Interpersonal situations:

IDENTIFY THE RESPONSE

Identify: 1. what the triggering event is, 2. what your emotional response is, 3. what your physiological response is. The more in tune with your reactions the more likely you are able to calm and control self faster. Take this time to pause and evaluate if your response will lead to a positive or negative outcome.



STEP AWAY

Excuse yourself from the physical space if you need and state that you will rejoin the discussion after a personal time-out from the situation. Take this time to try stress alleviating techniques such as counting, repeating calming phrases, deep breathing or walking.

RE-FRAME YOUR THINKING

Your thoughts transfer to action. Consider what type of fuel you may be adding to your emotional state based on your current thoughts and appraisal of the situation. Creating and utilizing a calming phrase or mantra can help re-set your emotional mindset.



EVALUATE YOUR EMOTION

Consider whether the reaction matches the situation and if this will matter in 6 months. Consider how your own thoughts may influence your perception of the situation and what other elements may be contributing to your reaction.

BEHAVIOURAL TRAINING

Your thoughts, feelings and behaviours are interconnected, therefore if you want to change your behaviour you need to change what you do AND what you think. Mental health professionals, including Occupational Therapists can help with navigating these behaviours.



REFERENCES:

Anger-Reduction Treatment Reduces Negative Affect Reactivity to Daily Stressors. (2019) MacIntyre, K., Magle, J., Scodes, J., Pavlicova, M., Shapiro, P., Monk, C. & Almeida, D. *Journal of Consulting and Clinical Psychology*, Vol 87, No.2, 141-150.
Direction of shift rotation among three-shift workers in relation to psychological health and work-family conflict. (2004) van Amelsvoort LGPM, Jansen NWH, Smeets GMH, van den Brandt PA, Kant I. *Scandinavian Work Environmental Health*. Vol 30(2). 149-156.
Canadian Mental Health Association, National
<https://cmha.ca/brochures/feeling-angry/>
<https://www.verywellmind.com/anger-management-strategies-478870>



**DALHOUSIE
UNIVERSITY**

FACULTY OF HEALTH
School of Occupational Therapy

Created by Evynn Topolinsky, 2nd year graduate student in the Occupational Therapy program at Dalhousie University.