

Crisis Prevention Resources

Decision Making Matrix (sm) Definitions

Risk: The chance of a bad consequence.

Likelihood: The chance that an event or behavior may occur.

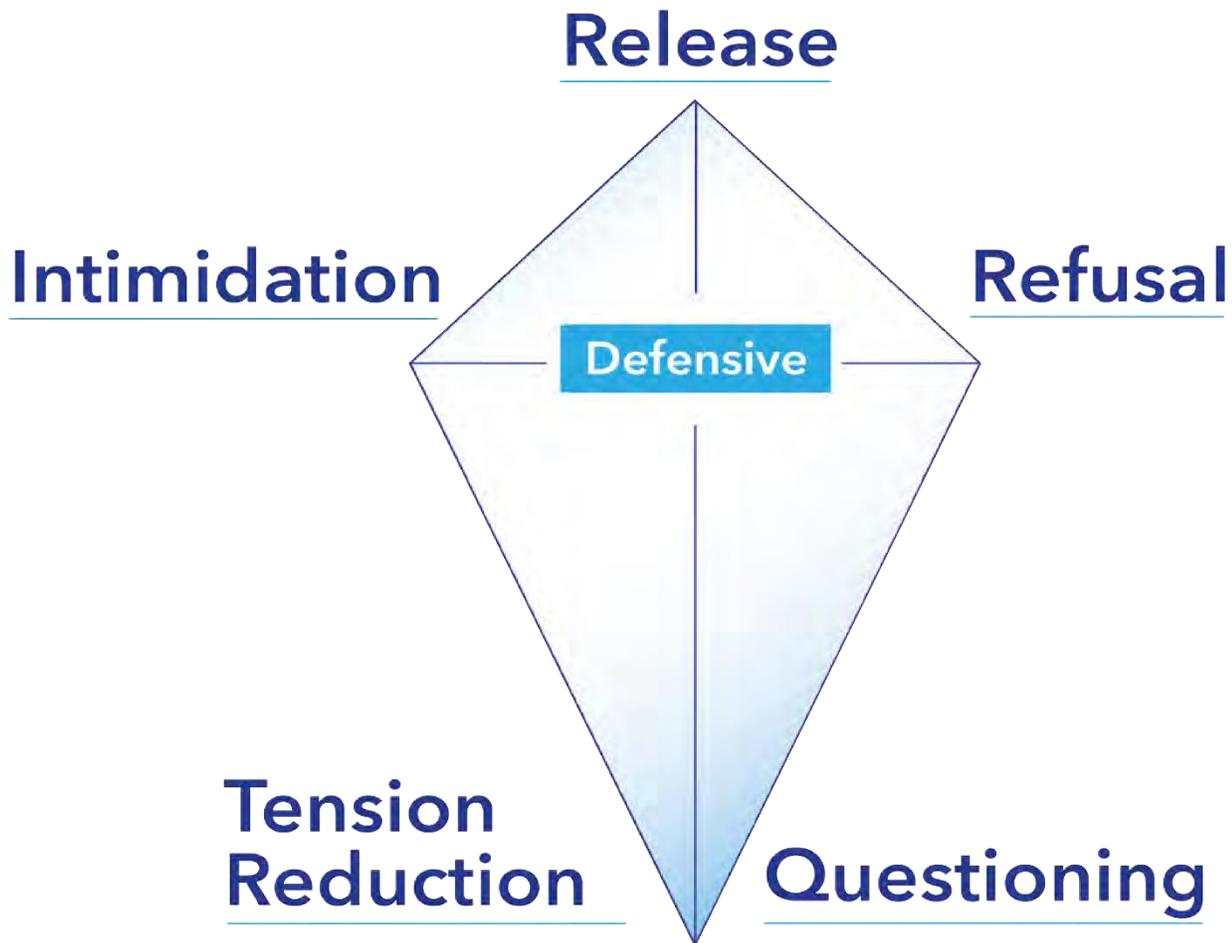
Severity: The level of harm that may occur.

***As the Likelihood and Severity increase so does the level of Risk.** (Grey = low risk, Light Blue = Medium Risk, Dark Blue = High Risk)

Decision-Making MatrixSM



The *Verbal Escalation Continuum*SM



Staff Interventions

1. **Questioning** – Give a Rational Response/Downplay the Challenge and stick to topic
2. **Refusal** – Limit Setting – redirect attention to desired outcome (choices, if/then or when/then statements)
3. **Release** – Allow Venting. If possible, remove audience. Give Directives that are non-threatening. Use an understanding and reasonable approach
4. **Intimidation** – Take all threats seriously. Seek Assistance
5. **Tension Reduction** – Establish Therapeutic rapport/Re-establish the relationship

*Note: The behaviors do not necessarily present in a specific order.

