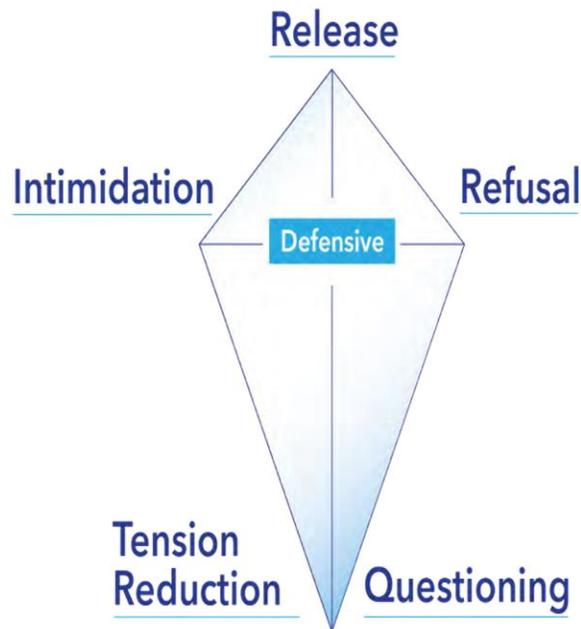


The *Verbal Escalation Continuum*SM



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.

Severity of Harm	Catastrophic Death will occur, or the level of injury will lead to permanent or irreversible ill-health	MEDIUM	HIGH	EXTREME	EXTREME	EXTREME
	Major Psychological or physical injury will require treatment leading to long term incapacity or disability	MEDIUM	HIGH	HIGH	EXTREME	EXTREME
	Moderate Psychological or physical injury will require treatment and/or lead to medium term incapacity and ill-health	LOW	MEDIUM	HIGH	HIGH	EXTREME
	Minor Psychological or physical injury will be non-permanent and/or cause no lasting ill-health	LOW	MEDIUM	MEDIUM	HIGH	HIGH
	Negligible Psychological or physical injury will be minimal	LOW	LOW	LOW	MEDIUM	MEDIUM
	Rare Will probably never happen	Unlikely Is not expected to happen, but it could	Possible Might happen	Likely Will probably happen	Certain Will undoubtedly happen	
	Likelihood of Behavior					