

2025 North Carolina Brain Injury Conference

Insert Presentation Title

Tiffanie Herring
Author- Simply De-escalate

**Brain Injury
Conference**

April 14-15th, 2025

Lumina on
Wrightsville Beach



BRAIN INJURY
ASSOCIATION
OF NORTH CAROLINA



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Simply De-escalate

How to easily de-escalate conflict and crisis

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Author/Consultant

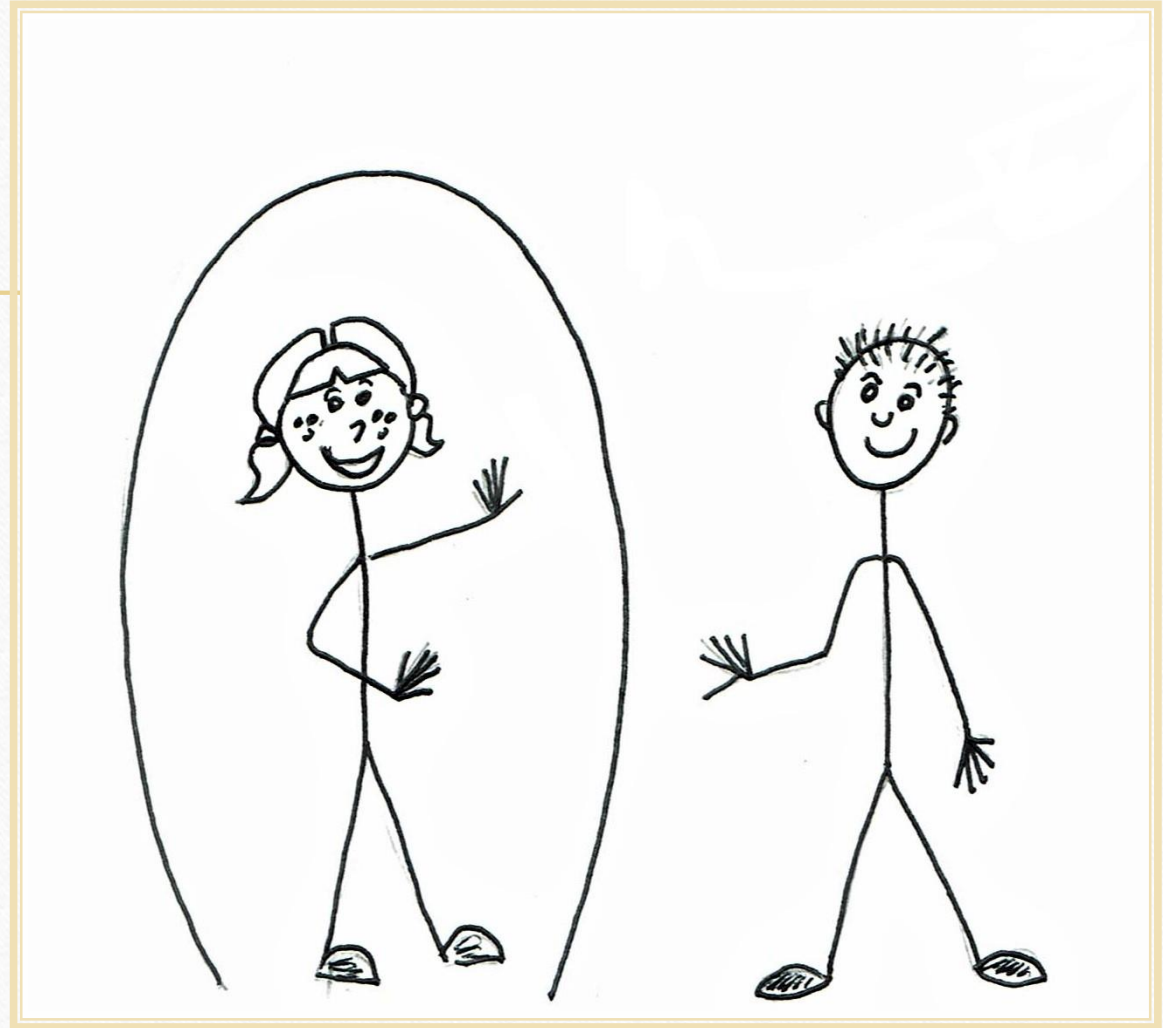


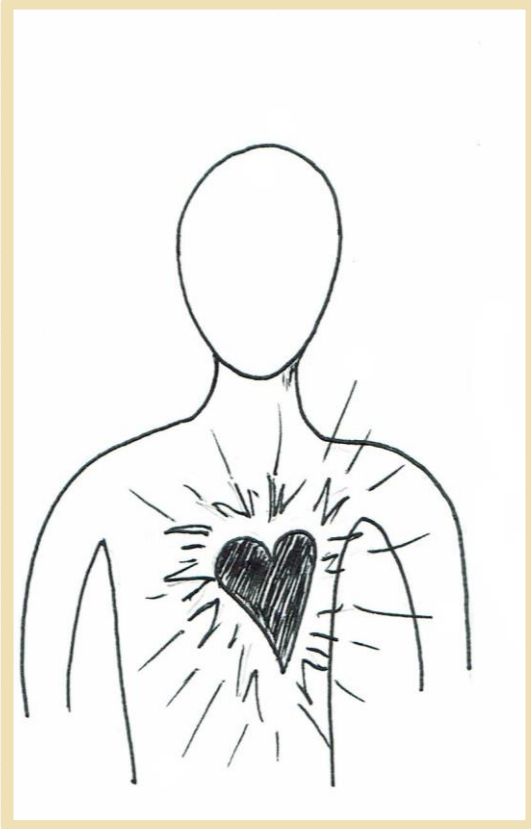
How do you help someone in crisis?

- Positive Communication
- Empathy
- Tell versus Ask
- Active Listening
- Make a plan
- Self Care

Positive Communication

- Non-verbal Communication
- Eye Contact
- Body Language
- Personal Space
- Tone



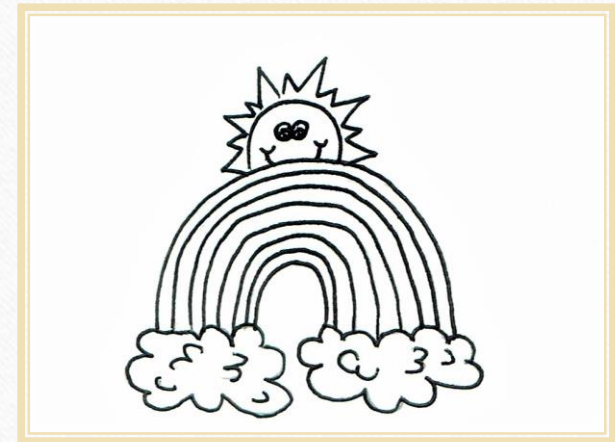


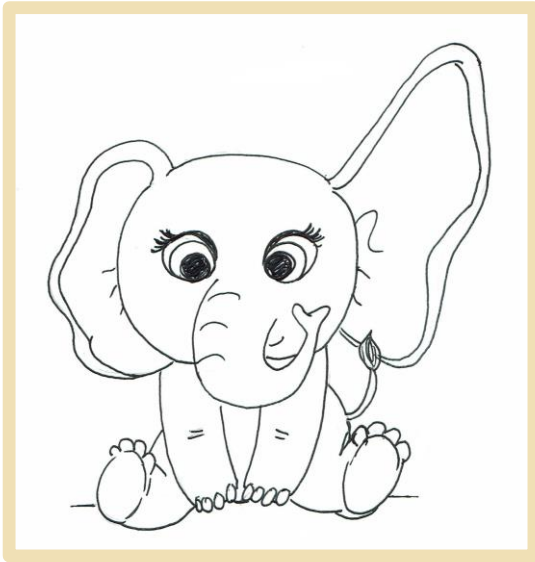
Empathy

- The ability to understand and share the feelings of another
- Empathy can be a gift but also a skill
- Perspective-taking
- Stay out of judgement
- Focus on feelings
- Crises are different for everyone

Tell versus Ask

- “Sit down” versus “Would you like to have a seat?”
- “Come here” versus “Do you mind coming over here?”
- “Be quiet” versus “Do you mind talking a bit lower?”



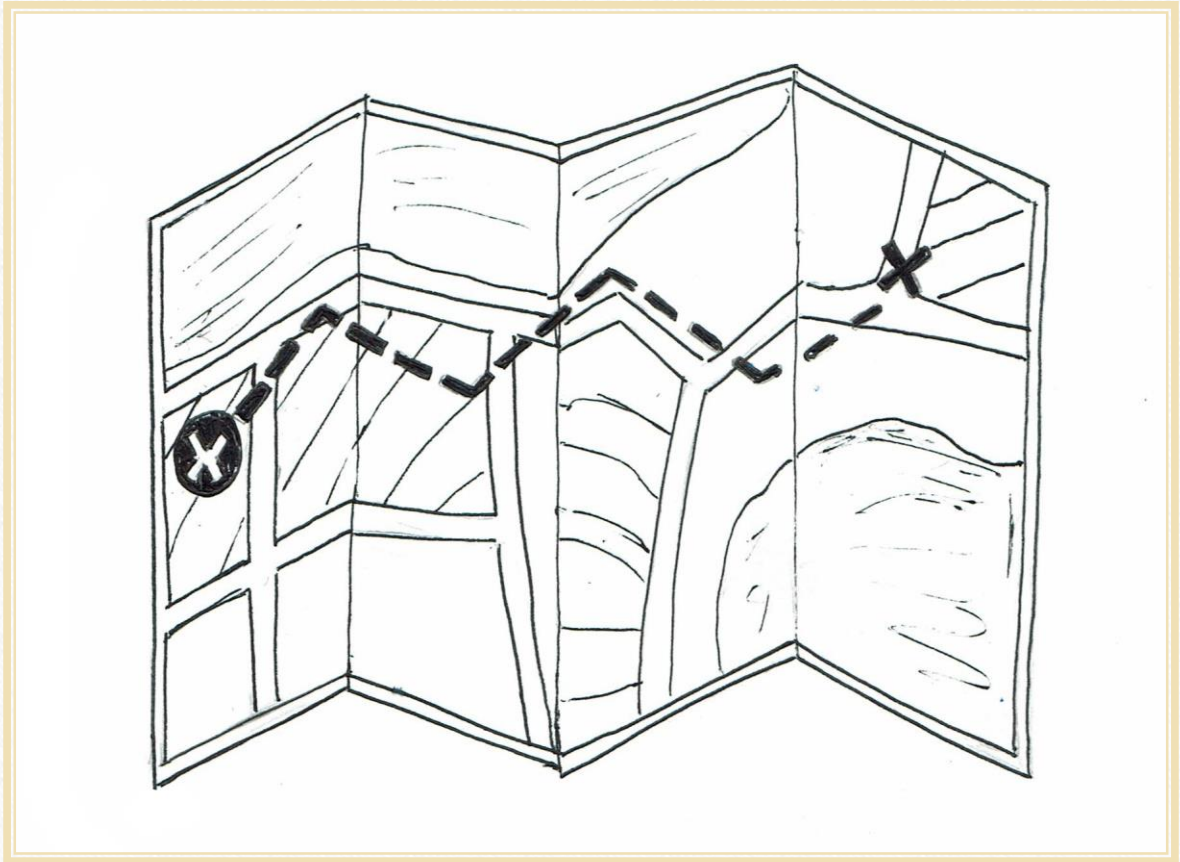


Active Listening

- Listening to understand; not reply
- Helps to build rapport (trust)
- Minimal Encourages
- Allow silence for reflection
- Restate and clarify what you heard

Make a Plan

- Give Options
 - Win/Win
- What does this person need?
- What do I need?



Self Care



- PATIENCE
- Fight or Flight
- HALT (Hungry, Angry, Lonely, Tired)
- Breathing
- Moving our bodies daily

Thank You

- Tiffanie Herring
- Simply De-escalate Book Available on Amazon.com
- Follow “Simply De-escalate” on Facebook and Instagram
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