




Wednesday, April 9, 2025

NC Brain Injury Conference Presentation Upload Form

Name	Brien Lassiter
Email	brien.lassiter@trilliumnc.org
Presentation Title	The Behavioral Change Stairway Model: Basic Verbal De-escalation Skills
Presentation Summary (Optional) This presentation will cover how to verbally de-escalate someone that is in a crisis. Topics to be covered are Active Listening, Empathy, Rapport and Influence to reach Behavior Change. We have to connect with people before we can direct them to a safe outcome.	
Presentation File Upload (PDF's Only)	<div> The Behavioral Change Stairway Mod... .pdf</div>