

# changing our perspective to **CRISIS INTERVENTION PROGRAMS**

## Traditional

Acting out

Anger management problems

Manipulative

Uncontrollable

Pushing buttons

Slow/delayed

## Trauma Informed

Emotionally dysregulated

Scared / flight, fight, freeze

Seeking to get needs met

Lacking skills

Negative world view

Dissociative



## Safety

### People de-escalate when they feel safe

- Consistency, reliability, predictability
- Therapeutic responses
- Non-punitive debriefing



## Connections

### Developing positive relationships

- Built before crisis occurs
- Allows for trusted “safe” individuals to intervene
- Able to offer preferred de-escalation strategies
- Learn from incident, voice and choice



## Managing Emotions

### Learning new ways

- Role model
- Predetermined vents
- Reflective / active listening

**fei** workforce  
resilience

[www.feinet.com](http://www.feinet.com)  
800.987.4368  
[rsolon@feinet.com](mailto:rsolon@feinet.com)

The Mandt System® integrates  
**Trauma-Informed Care**  
throughout the program

See **Booth #1**  
for more information