



PHOENIX TRAINING GROUP
VIP RESPONSE® TRAINING

HIGH ACUITY CLASS POWERPOINT COMPANION WORKSHEET

Name: _____

Date: _____

Explore specific applications that each person might use for their department

1. When a situation arises where you require assistance from your team, a code assist team, or security, what's the first action that you would take? _____

2. When a potential violent incident begins to escalate, do you tend to want to handle the situation or person yourself, or do you feel comfortable requesting assistance from code teams or security? _____

3. Do you experience way too many potential or real violent incidents within your department, or not that many, and why do feel this the case for you, your staff and your environment? _____

4. In your opinion, do you feel that your team within your department, as well as the code assist team that responds to your department, are effective? _____

5. What are some of the assaultive issues that you've encountered while working within your environment that have required a higher acuity response? _____

6. What are some of the differences between a High Acuity Response and a Regular Response as it pertains to your environment? _____

7. In your opinion, have these higher acuity incidents ended well or badly overall and what were the weaknesses or strengths that made it go either way? _____

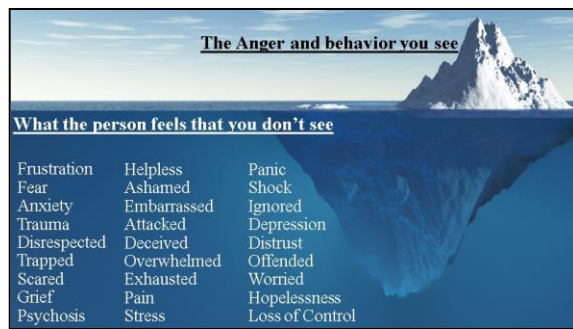
8. In your opinion, what can usually be done differently to ensure better outcomes for incidents that do not go well? _____

9. Have you yourself either demonstrated or witnessed inappropriate team responses to situations that went badly and if so, what were they? _____

10. Why do you think this incident was an inappropriate response and, in your opinion, are there typical common denominators to less than appropriate team responses? _____
- _____
- _____
11. What would have been a better team response that would have resulted in a better outcome? _____
- _____
- _____

10 Guidelines for Assessing and Avoiding Negative Response Team Outcomes

1. **Is there Imminent Danger to Self or Others and to what degree?** (*In what ways would you assess this when faced with a person or situation that you may need to respond as a team?*) _____
- _____
- _____
2. **Try to Understand the Person or Situation that you're faced with.** (*What examples can you provide regarding this when faced with a person or situation that you may need to respond to as a team?*) _____
- _____
- _____
3. **Try to Understand your Reaction to the Person or Situation that you're faced with.** (*What do we mean by this and why is it so important?*) _____
- _____
- _____
4. **Try Not to focus on the Behavior...Focus on what's Behind the Behavior...There's usually something behind the Behavior that's causing it.** (*Share an example of how we sometimes focus on the behavior instead of what's behind it.*) _____
- _____
- _____



5. **Try Not to tell them what to do or demand their compliance...Try to Ask for their compliance instead.** (*What have you personally done or seen while responding to an escalated person or situation that would prove this does not work well?*) _____
- _____
- _____

(*What are some known HOT WORDS or TRIGGER PHRASES that can make a situation go badly very quickly when the team is expecting them to cooperate or follow directions?*) _____

HOT WORDS



6. **One Teamleader should be negotiating, not several...If more than one person is trying to de-escalate the individual, it creates a Conflict of Focus.** (How many times have you witnessed too many people talking during a team response and then spiral out of control?)(Describe what you saw)_____

*(How many staff should be talking to the agitated patient and why is this the case?)*_____

7. **Try to initiate a Plan before entering into any potentially violent situation.** (When you initiate a team response when faced with an aggressive person or situation, do you typically have an established team plan or protocol, prior to those responses, or does your team usually create a plan as you respond?)_____

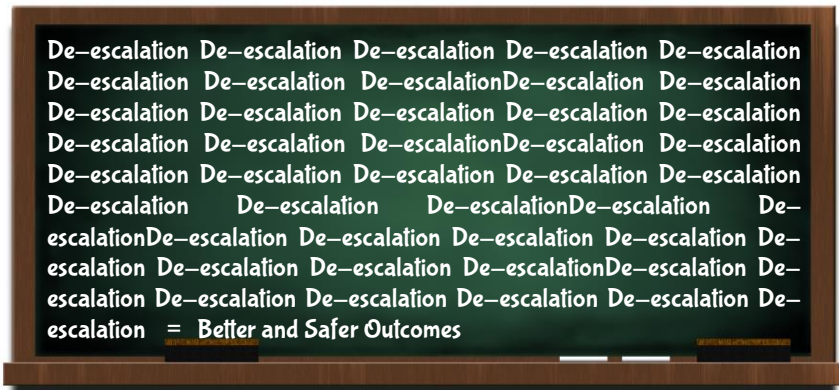
*(How many times during team responses have you witnessed the situation going badly because there is not an established plan that everyone is aware of?)*_____

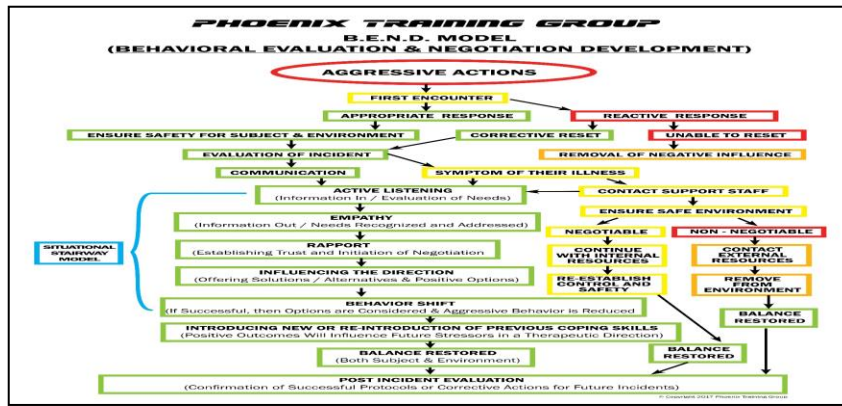
*(How can your team become better, safer, and more effective in responding to, de-escalating, or containing a volatile person or situation?)*_____

8. **Work as a Team...Everyone has a role to offer in helping to de-escalate the situation.** (In your opinion, does the response team you utilize to de-escalate or contain a volatile situation within your facility act as a cohesive and effective team, or does there need to be some improvement with this?) (Share Examples or your Observations)_____

9. **Reactive Thinking always creates Primitive Responses...Critical Thinking allows a person to help solve the situation by prompting you to ask yourself questions of why the individual might be upset and what you can do to help them communicate their needs.** (Can anyone explain this and how it relates to your response team?)_____

10. **Try to always focus on the power of De-escalation, rather than giving into the weakness of Over-Reaction.** This is not an easy thing to do, since our brains are hard-wired to react to threats urgently and respond with force to keep ourselves safe, or to stop the threat. (Have you or your response team ever fallen short with this and were you or your team able to correct the over-reaction, or did the situation end poorly and what was the cause?)_____





B.EN.D. MODEL

What are the five stages of the Situational Stairway within the B.E.N.D. Model?

1. _____
2. _____
3. _____
4. _____
5. _____

Please list the 12 Elements of Active Listening

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

How is the Conflict Resolution Model best used for?

(Answer) _____

What two criteria are the deciding factors demonstrated from a patient, in order for the staff to be able use physical evasive techniques or conduct any kind of physical intervention?

1. _____
2. _____

Learn, demonstrate and practice therapeutic, team-oriented physical responses toward an assaultive situation in order to de-escalate, establish control or contain a person or behavior.

(How do you personally contribute during a high acuity incident that helps to create a successful outcome?)

(Discuss any valuable lessons that you have learned over the years, either within healthcare or somewhere else that has helped you be safer and perform better individually or as a team member when faced with a potentially violent situation.)

