

# Mental Health Crisis De-escalation

FROM A LIVED EXPERIENCE PERSPECTIVE

## ● SESSION DESCRIPTION

Crisis settings are often the **first point of contact** for people in psychosis, and those interactions can shape their **entire recovery trajectory**. Drawing on lived experience and eleven psychiatric hospitalizations, this training offers a **trauma-informed, deeply practical framework** that helps staff build trust, reduce agitation, and **de-escalate crises without force**.



## ● LEARNING OBJECTIVES

- **Interrupt** implicit biases
- **Calm** fear & paranoia
- **Address** delusions without confrontation
- **Restore** autonomy & minimize reliance on restraints or force

"I appreciated the **perspective from someone with psychosis** so I can provide more beneficial services. **Book this training** to gain a **more compassionate understanding** of individuals with psychosis."

— **Melissa Quiroz**

Director of Behavioral Health Integration & Residency  
HealthLinc Community Health Center, Indiana

## ● KEY TOPICS

- **What Psychosis Feels Like** From the Inside
- **Implicit Bias** & Its Role in Escalation
- **Body Language**, Tone, & Positioning
- **Active Listening** & Validation
- **Work Within the Logic** of the Delusion
- **Build Rapport** in Seconds
- **Autonomy** as a De-Escalation Tool
- **Environmental** Modifications
- **Distinguish Threat** From Distress

## ● INTENDED IMPACT

- **Reduce use of force**, restraints, seclusion, & involuntary injections
- **Improve** patient & staff safety
- **Increase trust** & cooperation
- **Strengthen** trauma-informed care approaches
- **Promote dignity**, compassion, & recovery-oriented treatment



## ● LEARN MORE



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