**Scenario about Communication with Upset Individual**

**Handout**

In this vignette, you are asked to find what these two staff did well to deescalate the situation and what they did that made the situation worse. Some are obvious yet look for the subtle ones as well. You will also be asked what these two staff could have done differently to respond to the residences needs.

Darnell and Jeremy were sitting in the living room of a residence for people with behavioral health issues. They hear yelling and someone crying for help. Jeremy jumps up and goes to where the yelling is coming from and sees Ann and Mary. Ann is the one calling for help and Mary is yelling profanities and saying “I did not” repeatedly. Jeremy asks Ann to go to another room. Jeremy walks up to her and says “you have to stop yelling” which makes Mary yell louder. Jeremy folds his arms over his chest and says, “I’m not kidding and if I have to, I will call the police.” This does not sway Mary and the profanities fly. Jeremy goes back to Darnell and says, “there is no stopping her, and she shouldn’t even be here.” Darnell takes a breath and walks into the room where Mary is. This type of situation makes him anxious since he never knows what will happen. He takes another breath. When Mary stops to catch air, he asks her what happened in a quiet, neutral tone. She looks at him and says, “Ann said I stole her shoes.” Darnell says, “oh, that is why you were yelling.” Darnell continues, “I see how that would make you angry.” Darnell asks her if she would like to talk more about it. He sits down yet Mary stays standing. Darnell finds out that Mary felt blamed for everything when she was a child and the consequences of that was severe. Darnell nods and says, “I can see why this upset you so much”. The more Mary talks about her childhood, Darnell can see Mary getting increasingly agitated. He thinks he needs to change the conversation. He stands up signaling he is getting ready to leave. He says, “if this happens again, and I hope it doesn’t, do you think you could seek out a staff person before yelling?” Mary say “no” and stomps off and under her breath he could hear profanities again.

1. What are reasons Jeremy was unsuccessful in his interaction with Mary?
2. What are reasons Darnell was successful in his interaction with Mary?
3. What are things that Darnell does which do not help the situation and what could he have done differently?