



CALM EVERY STORM®

— Learn How. Know When. —

CRISIS CONSULTANT GROUP, LLC

The SOLVE Solution to Crisis Intervention™

CCG, LLC came up with this acronym and outline to use when dealing with an agitated individual who is headed towards either a verbal or physical confrontation. This systematic approach to identify, compromise, and resolve a crisis situation before it escalates further may be all that is needed to keep the situation from spiraling out of control. Please follow the acronym below;

S = Situation; The first step in a verbal intervention is to identify the Situation, and/or the overall issue, which is creating the disparity between the individual and themselves, someone else, or their environment. Without having at first an understanding of what it is you are up against, or what specifically you are dealing with, it is likely to be more difficult to begin resolving it. Use the active listening skills you have learned to gain that initial grasp of the individual's feelings, and/or thoughts regarding the situation and what they are challenged by.

O = Provide Options; As a means to try and find immediate solutions, many times offering simple, yet effective options to the individual may prevent the situation from continuing towards further aggression. These options should encompass all activities that would aid the individual to dealing with the Situation and their emotions at that time. Possibly participating in physical exercise or something similar may aid them in keeping their energy level from growing into an aggressive outburst. Writing, reading, taking a break, drawing, etc. are all examples of some options to use.

L = Listen Further and Discuss Consequences; If the individual is unable or unwilling to utilize any of the Options you have offered, and continues to escalate their behavior, you will then want to gently explain the Consequences that may result from their behavior.

***It is very important to not make the "If you do this, then I will do that" threats. Most persons will hear such statements as a challenge, or instigative. Instead, offer them the natural consequences of their behavior, i.e. Making them aware of the consequences in the long term, not the short term only; (failed sobriety, disappointment in themselves, or from others, etc).*

Discussing what will immediately happen is often only the "punishment", or "discipline" rather than an actual consequence from the behavior. Listing the long term harmful effects that will come as a result of the behavior may serve to allow the individual to see the "bigger picture". These negative effects are often able to be recognized as future challenges, or obstacles that they would be creating by choosing to express the immediate harmful or negative behavior at that time.

V = Variations / Compromise; Make every attempt to try and encourage the individual to come up with a viable option, that you both can agree with. Allow them to voice their opinions, (respectfully) and then ask for your opportunity to voice yours. If they are willing to listen, then there is at least the possibility of making a Compromise.

E = Execution; Once the Compromise has been achieved then it is time to take action and implement it. If applicable, you may wish to make a verbal or written contract to enhance the solidity of the agreement. Continued encouragement should be provided to the individual to keep up the positive behavior, and congratulate them on overcoming the obstacle, and working through the process of de-escalation in a crisis.