TN Department of Children's Services

De-Escalation Package for Volunteers

Training and Resources

De-Escalation Micro-Learnings

- <u>3 Ways to immediately de-escalate</u>
- <u>De-Escalation Strategies</u>
- Emotional Regulation

Resources:

- Sitter Tips Guide
- Behavioral Crisis 5 Step Guide
- Calming and De-Escalation Strategies
- De-escalating an argument
- <u>5 Words into Action</u>
- Shark Music
- <u>Communication Barriers</u>
- Managing clients who present with anger

- <u>Emotional Regulation part2</u>
- Engaging and listening
- <u>5 Quick De-escalation Tips</u>
- <u>Crucial Conversations</u>
- <u>Crisis Indicators</u>
- <u>Making better choices in stressful situations</u>
- Halt Technique
- Breathing Strategies
- De-escalating an Argument

DCS Talks Podcasts

On the DCS website: An easy way to listen is to go to this link, DCS Talks and sort through the list to identify the podcast you want to listen to click the link, turn up your speakers and you're set. On your phone: Most likely you have an app on your phone for Podcasts (if not go to the app store and download it, it is free). Open the app and search for DCS Talks select the podcast you are interested in!

DCS Talks Open Here

- Episode 11 Healthy Relationships
- Episode 22 Caseworker Safety
- Episode 13 Factors of Child Abuse and Neglect