

Advice Sheet 15

COMMUNICATING CALMNESS IN A CRISIS

Perhaps the most important skill of all is to be able to remain calm even in the most difficult and challenging of situations. When we are calm and we communicate this to others by our body language, voice and actions, we are more likely to remain in control of a situation. Conversely, when we are not calm, angry or frightened or in a temper, that is when we are more likely to say something or do something that we might later regret.

How do we show calm? This image is from Dave Hewett's "Challenging Behaviour: Principles and Practices".

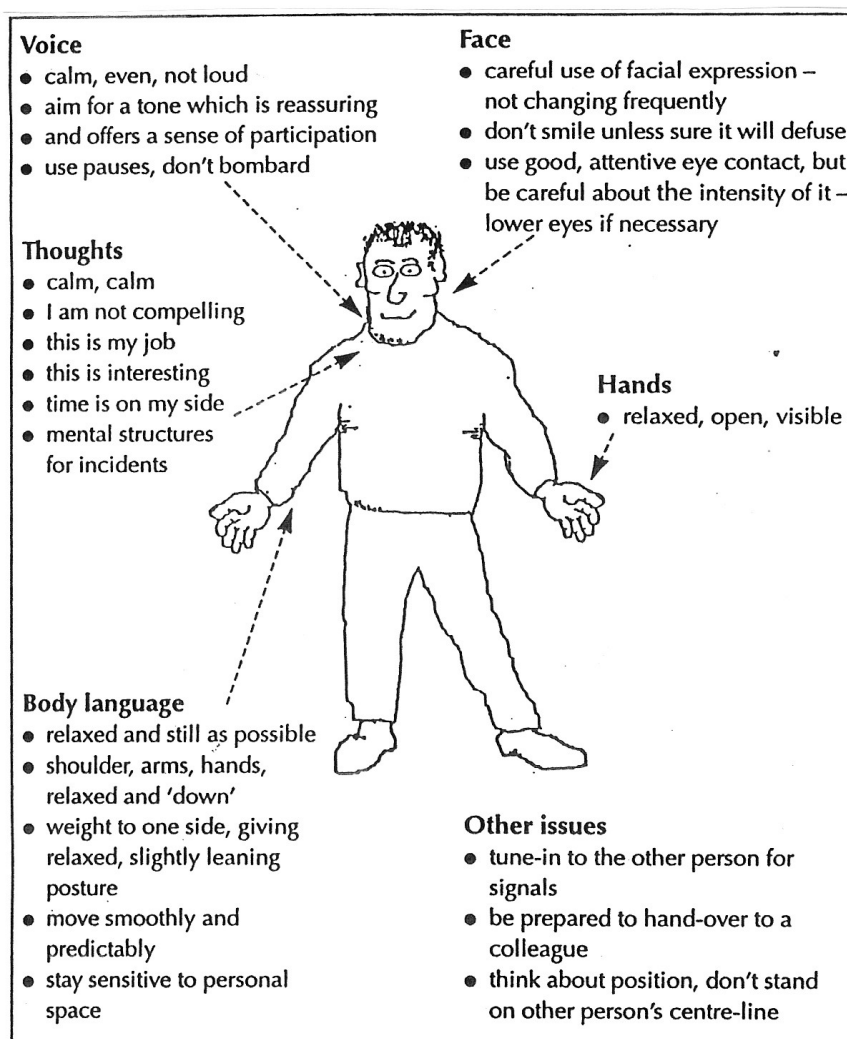


Figure 9.8 The Defusing Style: Being a calmer. The calming style for the most extreme incidents or an incident near the crisis stage is illustrated. As the person comes down from that level, this style can be gradually modified and elaborated upon, with the member of staff starting to do and say more.

For more: <http://www.paulakluth.com/articles/calmincrisis.html> (being calm in crisis)
<http://www.seedsofknowledge.com/calm.html> (how to stay calm)

Source: Hewett, Dave (1998) *Challenging Behaviour Principles and Practices* London: David Fulton Publishers
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