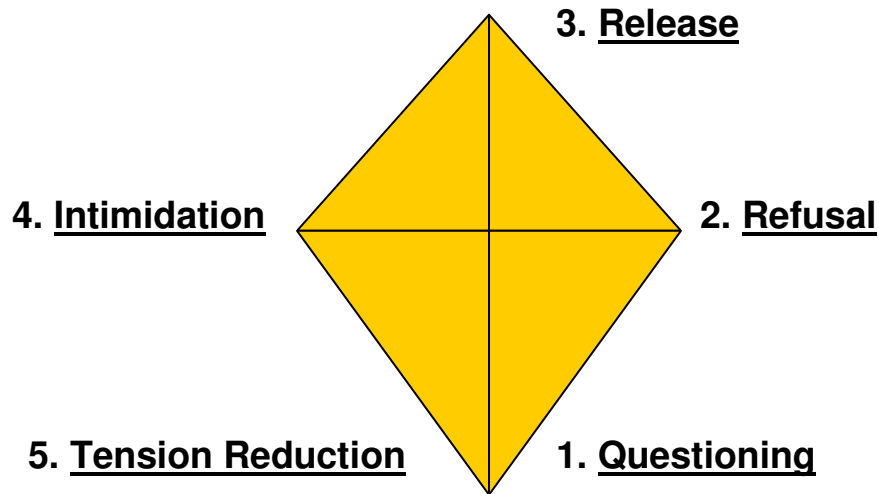


# Butte County SELPA

Recommended Staff Directive Approaches for Students Exhibiting Verbally Aggressive Behaviors

## The Verbal Escalation Continuum



### Approved Verbal Interventions

Questioning	Refusal	Release	Intimidation	Tension Reduction
<ul style="list-style-type: none"> <li>• Give a rational response</li> <li>• Stick to the topic (redirect)</li> <li>• Ignore the challenge (not the person)</li> <li>• Set limits if student(s) persists</li> </ul>	<ul style="list-style-type: none"> <li>• Set clear, simple, reasonable and enforceable limits</li> <li>• State directives by starting with positive comment first</li> <li>• Allow student time to process request/directive</li> <li>• End process with giving student a choice and natural outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Allow them to let off steam, if possible</li> <li>• Remove audience or acting out person from the area</li> <li>• When individual begins to quiet down, state directives that are non-threatening</li> <li>• Use understanding approach</li> <li>• Be prepared to enforce limits that were set</li> </ul>	<ul style="list-style-type: none"> <li>• Seek assistance and wait for team to intervene if possible</li> <li>• Try to avoid individual intervention, as this is more likely to jeopardize the safety and welfare of both staff and acting out person</li> </ul>	<ul style="list-style-type: none"> <li>• Establish Therapeutic Rapport</li> <li>• Reestablish positive communication with the student(s)</li> </ul>