

Conflict Resolution  
& De-Escalation  
at the HCNS  
Horsham Churches Night Shelter



Queens Hall  
Womens Hostel



DERBYSHIRE ALCOHOL ADVICE SERVICE

SAVE OUR SOLDIER



f<sup>o</sup>mework  
Opening doors to homeless and vulnerable people

Nuffield Health



Clarks

YMCA  
DERBYSHIRE



# What we are going to cover

- Your role at the Shelter
- Things that concern you
- Boundary Drills
- Being in Control
- Top Tips on Communication & de-escalation
- Assertiveness and Stress Management

# Your Role

- To look after guests
- Confidently & consistently apply HCNS rules
- Need to follow
  - H & S policy
  - Drug and Alcohol Dependency Policy
  - Violence at Work Policy

What might happen that concerns you?

# How to stop conflict



**Stop**

- Breath, HRV Control & don't let the conflict get worse
- Adopt adult state, i.e. tone, physiology, language
- Listen



**Think**

- Choose your words carefully
- Identify the source of conflict



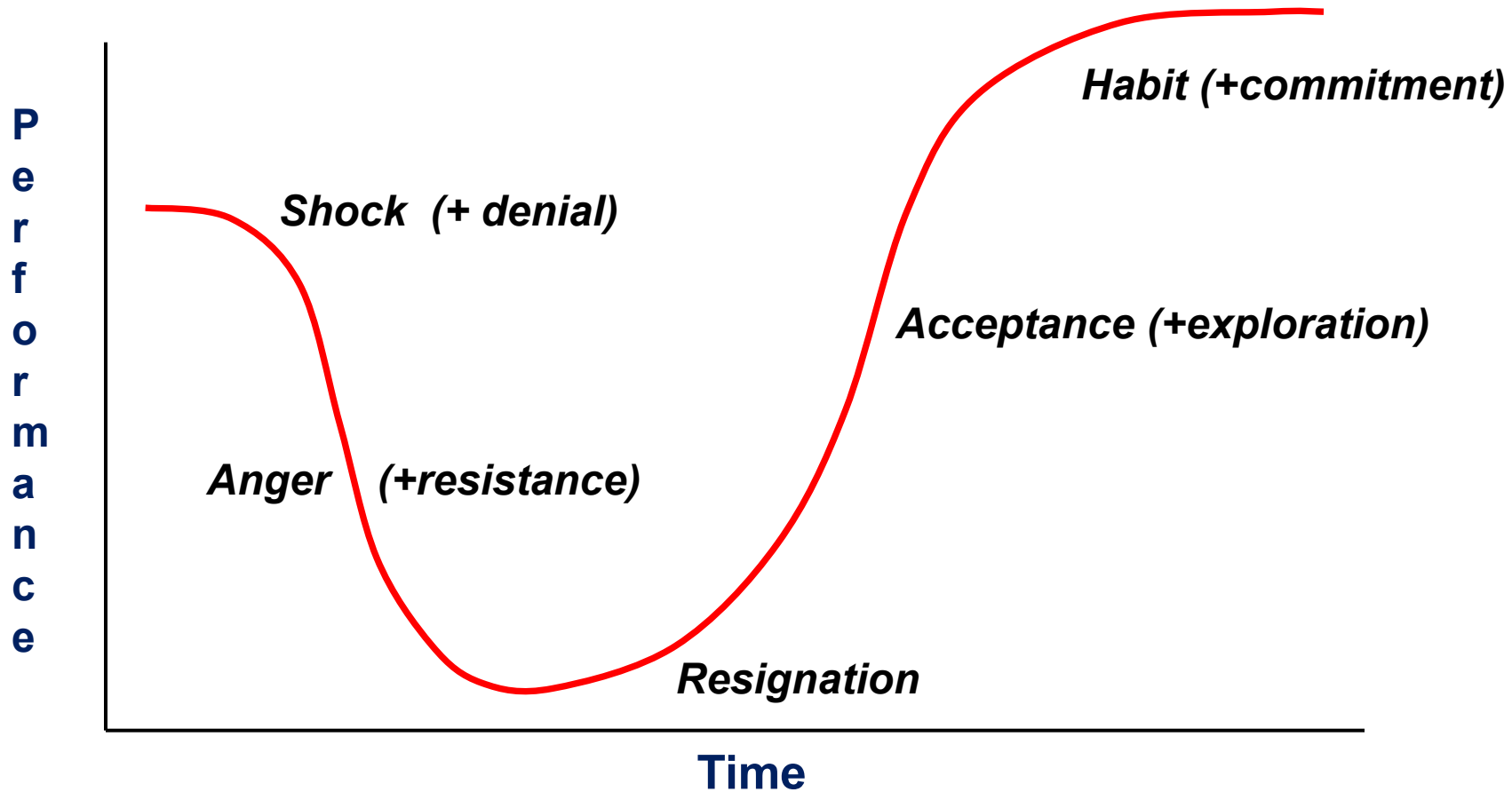
**Say**

- Say what you think the conflict is about
- Focus on the issue not the person
- Discuss and agree a solution

# Some reasons for communication failures

- **Body Posture** - Aggressive Stance, Facial Expression
- **Voice** - Tone, Volume
- **Communication** - Lack of Information (waiting times), Technical Terminology, Language Differences, Stereotyping
- **Environment** - Boredom – TV, Magazines, Literature, Under High Levels of Stress, Background Noise, Exposed to Strange Environments, Affected by Alcohol/Drugs, Experiencing Pain. An Enjoyment for Confrontation, Subject to Rapid Mood Swings, A History of Mental Disorder.

# How people react to change



(Modified from Elizabeth Kubler-Ross)



# Some Danger Signs

- Fists clenching/unclenching
- Lips tightening over teeth
- Head dropping forward to protect throat
- Eyebrows dropping to protect eyes
- Hands moving to above the waist
- Shoulders tensing
- Stance changing to side on or fighting stance
- Glancing at intended target areas
- Lowering of entire body before an attack



# Non Confrontational Approaches

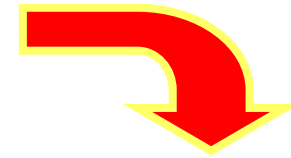
## Group Discussion

# Feedback with Impact



**OBSERVATIONS**

“When I (see, hear)”



**REQUESTS**

“and I would like you to”

**FEELINGS**

“I feel”



**NEEDS**

“because I am (needing)”



# *Who is more likely to be able to enforce policy in the shelter?*



# Keep Your Distance

- Distance includes any weapons...
- Signal non aggression
- Request behaviour to stop
- Be assertive
- Remind aggressor what they have to lose
- Use diversionary techniques



# Using the Voice effectively

I'm feeling uncomfortable with that  
comment please keep your distance

**LEAVE ME ALONE NOW**

**Not interested thanks**