

00:00:52.500 --> 00:01:04.590

Murlean Tucker: Welcome to trauma informed practice part three de escalation, my name is Marlene Tucker and i'll be running this dialogue for health web form alongside my colleague Jeff bornstein.

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00:01:05.130 --> 00:01:14.400

Murlean Tucker: Thank you to our partner for today's event the national overdose prevention network, a program of the pH is Center for health leadership and impact.

00:01:58.890 --> 00:02:10.170

Murlean Tucker: And now it is time to meet the guests for today's event brooke brigands brooke currently serves as the Deputy Director for the faces for the future coalition.

12

00:02:10.530 --> 00:02:17.520

Murlean Tucker: And is the program director for the Cypress resilience project both projects of the Public Health Institute.

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00:02:18.180 --> 00:02:33.210

Murlean Tucker: she's a certified grief recovery specialist a certified mental health first aid instructor and a certified trainer in trauma informed systems and practice and brooke welcome back again i'll throw everything over to you.

14

00:02:33.690 --> 00:02:43.320

Brooke Briggance (she/her): Thank you Marlene and thank you, everybody, I really appreciate being here today for this third part in our series on trauma informed practice.

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00:02:43.920 --> 00:02:53.520

Brooke Briggance (she/her): we've had lots of questions coming in through the website and about what are we going to cover today, and so I wanted to set some expectations for our time.

16

00:02:54.150 --> 00:03:07.260

Brooke Briggance (she/her): there's, so this is such a wide range of conversations that we could be having and that's such a critical time and today we're going to be talking very specifically about de escalation skills.

17

00:03:07.770 --> 00:03:23.370

Brooke Briggance (she/her): This is one of my most requested trainings for a variety of reasons, of course, in the work that we do in Community around substance use an overdose, we know that we may be expected to de escalate in our professional line of work.

18

00:03:23.940 --> 00:03:38.790

Brooke Briggance (she/her): We also know that just people are managing high levels of stress and anxiety, right now, people have trauma backgrounds and we might be out in Community and use these skills we may also use them in our personal lives.

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00:03:39.420 --> 00:03:48.690

Brooke Briggance (she/her): it's completely possible that we end up finding you know finding a reason to use these with in a situation where that we didn't expect to.

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00:03:49.290 --> 00:04:01.050

Brooke Briggance (she/her): I was telling the story recently, the most recent opportunity I had to use these skills was actually at a ups store I was dropping off a package, and so you never really know when you might need them.

21

00:04:01.590 --> 00:04:05.070

Brooke Briggance (she/her): It is helpful for us to think about how do we.

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00:04:05.580 --> 00:04:16.470

Brooke Briggance (she/her): De escalate a situation but also how do we support ourselves, after so we'll be talking about what goes on in the brain when someone has been activated in their stress response.

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00:04:16.680 --> 00:04:25.350

Brooke Briggance (she/her): How our body might react, some of the things we might want to keep in mind to both do and not do that maybe even more importantly.

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00:04:25.860 --> 00:04:39.780

Brooke Briggance (she/her): And then, how do we support ourselves as we process this type of event and we may be meeting de escalating multiple times a day, we may be de escalating a very extreme sort of event, I know that.

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00:04:40.410 --> 00:04:53.280

Brooke Briggance (she/her): Many in the Community may be de escalating situations where there are co occurring diagnoses going on, so maybe a mental health challenge and a substance use issue and so let's just sort of dive in.

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00:04:53.880 --> 00:05:01.110

Brooke Briggance (she/her): As if you've ever had my workshops before my trainings before you know that i'm always keeping an eye on the Q amp a so feel free.

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00:05:01.620 --> 00:05:07.680

Brooke Briggance (she/her): To use that and you were told how to do that, but I will definitely keep an eye on it i've got it open right here for us.

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00:05:08.520 --> 00:05:19.560

Brooke Briggance (she/her): So the first thing is that I want to do is just sort of normalize needing to use these skills and we are all going through just this tremendous event, and I think a lot of people.

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00:05:20.280 --> 00:05:33.090

Brooke Briggance (she/her): Have sort of thought, like oh i'll just white knuckle it through coven and then it'll be okay right and what we're seeing is that actually it's catching up to us, and the sort of imagery that I have about that, for me, is.

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00:05:33.870 --> 00:05:43.530

Brooke Briggance (she/her): You know the part of the brain, that is in charge of the stress response, one of the things we know about it is that it actually gets moresensitive over time and so people have.

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00:05:43.770 --> 00:05:51.180

Brooke Briggance (she/her): A harder and harder time getting to their baseline and it takes less than less stimuli to activate that response and so.

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00:05:51.420 --> 00:06:02.520

Brooke Briggance (she/her): One of the things I always think of is like well gee if I used to be at zero I might be starting at a 30 if I used to be at a 30 I might be starting at a 60 and I, you know I hear that a lot in the workshops.

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00:06:03.360 --> 00:06:12.450

Brooke Briggance (she/her): that people are saying all this person on the team is super irritable or wow this you know situation in my personal life or boy, you know.

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00:06:12.750 --> 00:06:19.230

Brooke Briggance (she/her): coming into our clinic people are just really activated by things that maybe in the past weren't were such a big deal.

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00:06:20.190 --> 00:06:33.090

Brooke Briggance (she/her): You know so to me, I think we just need to normalize the conversation about the stress that we're all managing and how it's impacting behaviors because this is something that I think we're going to continue to see.

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00:06:33.570 --> 00:06:40.680

Brooke Briggance (she/her): Particularly as we still are in the midst of managing the pandemic right it's not like there's a an over here.

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00:06:41.100 --> 00:06:50.790

Brooke Briggance (she/her): We are still in it, and we are still dealing with the secondary impacts and definitely i'm starting to see a lot of requests for example.

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00:06:51.390 --> 00:06:58.890

Brooke Briggance (she/her): As covert protection start to go away so things like renter protections or utilities protections.

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00:06:59.700 --> 00:07:07.500

Brooke Briggance (she/her): I just did a training recently for the financial aid offices of Community colleges because there's impact there for folks and so.

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00:07:08.310 --> 00:07:18.390

Brooke Briggance (she/her): I was just saying to the team before we got on today, I feel, like everybody needs to do know this stuff and we all have to have a conversation about how to de escalate situations.

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00:07:19.200 --> 00:07:26.460

Brooke Briggance (she/her): Because I think that we're really going to have to use these skills in the future there's no way that we're coming out of this.

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00:07:27.210 --> 00:07:35.070

Brooke Briggance (she/her): unscathed right, everyone is impacted, and so we just don't want to make assumptions about who may need our support at a given time.

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00:07:35.880 --> 00:07:40.770

Brooke Briggance (she/her): yeah it doesn't like all these transitions and all of the different tools we need right.

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00:07:41.670 --> 00:07:50.580

Brooke Briggance (she/her): And we can't just rely on ourselves, like it's part of the reason, when I teach self care, one of the things I always talk about is like I don't really even like that phrase.

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00:07:51.390 --> 00:07:55.770

Brooke Briggance (she/her): Because it really needs to be community care, right now, it needs to be collective care.

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00:07:56.430 --> 00:08:09.390

Brooke Briggance (she/her): it's too much toxic stress for people to deal with on their own, we really need to be able to support one another and de escalation is a piece of that it's not the only piece, but it is a piece.

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00:08:10.140 --> 00:08:16.260

Brooke Briggance (she/her): So let's get to it, one of the things that I think is so important for us to understand so first of all.

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00:08:17.250 --> 00:08:24.540

Brooke Briggance (she/her): The situation if someone's been triggered or activated and you're going to hear me use activated more often.

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00:08:25.110 --> 00:08:38.070

Brooke Briggance (she/her): People who have experienced gun violence are asking us to move away from the word triggered and you'll still see it everywhere right it's even on like netflix it'll say trigger warning or on whatever but.

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00:08:38.610 --> 00:08:47.760

Brooke Briggance (she/her): folks who've experienced gun violence are asking us to please not use that word because it's actually activating for them so you're going to hear me say activated more often.

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00:08:48.150 --> 00:08:58.110

Brooke Briggance (she/her): And I actually liked that word better in a way, because to me it's literally what happens right the stress response has been activated and it's how it feels in your body.

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00:08:58.320 --> 00:09:04.620

Brooke Briggance (she/her): If you've ever had a situation where your stress response gets activated maybe you have a trauma background like I do.

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00:09:05.400 --> 00:09:14.280

Brooke Briggance (she/her): And, and that happens to you, then it feels like an activation right and so you're going to hear me use that word more often, but i've got it there in quotes.

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00:09:15.210 --> 00:09:22.560

Brooke Briggance (she/her): You know, so that we can make sure that we're respecting the people who've asked us to sort of think rethink our language.

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00:09:23.220 --> 00:09:31.470

Brooke Briggance (she/her): So one of the things that I really think is so important, just as a baseline understanding when we talk about de escalation.

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00:09:31.770 --> 00:09:46.650

Brooke Briggance (she/her): Is you know, things are going to continue to escalate until they until there's intervention there that de escalate the situation right like the it's just going to ramp up, so the good news about, that is what we do matters.

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00:09:47.460 --> 00:09:58.260

Brooke Briggance (she/her): What we do actually is important, and you know when we are working with someone and we're going to try to co regulate the situation.

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00:09:58.680 --> 00:10:03.630

Brooke Briggance (she/her): You know the part of the brain that we're going to be talking to is the part that's taken over.

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00:10:04.290 --> 00:10:08.610

Brooke Briggance (she/her): The part of the brain that stress response is going to take over and we'll see that in a minute.

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00:10:08.940 --> 00:10:26.130

Brooke Briggance (she/her): You know that that part of the brain is in charge right that stress responses in charge of that person and in a lot of real ways, and you know again if we go back to a time when we've been activated it really it feels that way right maybe we've had a situation where.

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00:10:27.420 --> 00:10:39.360

Brooke Briggance (she/her): We have you know, been activated and then we kind of come out of that and we're like whoa That was a big reaction, a big behavior coming for me and that's not really who I am typically.

62

00:10:39.720 --> 00:10:51.300

Brooke Briggance (she/her): I think it's important right for us to acknowledge the power of the limbic system if you get nothing from me and trainings I hope you got mad respect for the limbic system.

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00:10:51.930 --> 00:10:56.700

Brooke Briggance (she/her): Because it really is incredibly powerful but, and I would say.

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00:10:57.300 --> 00:11:05.700

Brooke Briggance (she/her): What we do matters too and we're going to have to talk to that part of the brain that's really what de escalation is is speaking to the part of the brain.

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00:11:05.910 --> 00:11:18.090

Brooke Briggance (she/her): That has kind of taken over, and is in charge, and how am I going to do that that's a lot of what we need to think about when we think about de escalation, but the good news is that it matters, what we do.

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00:11:18.600 --> 00:11:24.270

Brooke Briggance (she/her): We, we have a lot of potential influence and the situation if we handle ourselves the right.

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00:11:25.740 --> 00:11:30.900

Brooke Briggance (she/her): So this is that conversation about the brain and you probably have seen this slide.

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00:11:31.680 --> 00:11:36.090

Brooke Briggance (she/her): at different times if you've had some of my trainings I love this slide.

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00:11:36.480 --> 00:11:47.550

Brooke Briggance (she/her): I think it's just it's like brain 101 and I know many of you have much more sophisticated ways of explaining this, but I think it's important for us to just get back to basics on here.

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00:11:47.940 --> 00:12:04.110

Brooke Briggance (she/her): And so, this part of the brain that highlighted blue green portion in the front, right here that's that prefrontal cortex right and the prefrontal cortex is all about executive function what people call executive function it's about.

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00:12:04.680 --> 00:12:16.230

Brooke Briggance (she/her): You know I say it's the part of the brain that builds bridges and does algebra it is sort of the rational part if you will it's the part that's a decision maker it's that.

72

00:12:16.920 --> 00:12:24.540

Brooke Briggance (she/her): You know it's regulating behavior it's putting stops in for us it's now an important thing.

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00:12:25.140 --> 00:12:31.710

Brooke Briggance (she/her): If any of you work with young people, this is really important to remember that that part of the brain really doesn't.

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00:12:32.280 --> 00:12:41.040

Brooke Briggance (she/her): Stop developing and adding cells it's called cellular plasticity really keeps adding cells until age 2526 years old and so.



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00:12:41.760 --> 00:12:47.520

Brooke Briggance (she/her): It you know, sometimes people will say to me about a young person What were they thinking i'm like well yeah.

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00:12:48.270 --> 00:12:54.240

Brooke Briggance (she/her): it's like they're still cooking in there, a little bit right so like you know we may have a different.

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00:12:54.930 --> 00:13:06.720

Brooke Briggance (she/her): sort of lens to view young young people behavior than we might adult behavior because we know that their cellular plasticity they're literally continuing to develop and grow this part of the brain.

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00:13:07.890 --> 00:13:20.790

Brooke Briggance (she/her): This part of the brain is the one we're going to have mad respect for right and it's what people have typically called the limbic system it's an area of the brain it includes things like the amygdala the pair aqua Dr grey which we'll talk about in a minute.

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00:13:21.180 --> 00:13:31.440

Brooke Briggance (she/her): And this is in charge of emotion and survival, this is what you have in common with the animal kingdom and it's actually the first part of the brain to develop fatally.

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00:13:32.010 --> 00:13:38.760

Brooke Briggance (she/her): Outside the brainstem so first comes the brainstem so we can get the heart going, and you know circulation and cetera.

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00:13:38.970 --> 00:13:45.870

Brooke Briggance (she/her): And then comes the limbic system and it's because it's about survival and it's about emotion and I always say if you watch a baby.

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00:13:46.110 --> 00:13:53.940

Brooke Briggance (she/her): Before they ever have language, which is the appear they have emotions right they cry and they get angry and they laugh and.

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00:13:54.450 --> 00:14:04.350

Brooke Briggance (she/her): They have survival instincts they know how to latch on they grasp your hand they're here to stay and that part of the brain is really, really powerful.

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00:14:04.950 --> 00:14:17.820

Brooke Briggance (she/her): When we are in balance when things are going well for us, I always say it's the kind of morning, where you know your music is on the radio your hair looks cute like things are going well for you, things are in balance here.

85

00:14:18.240 --> 00:14:21.150

Brooke Briggance (she/her): And that's what the body really wants.

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00:14:21.690 --> 00:14:27.780

Brooke Briggance (she/her): When we talk about toxic stress, we talked about the sympathetic and parasympathetic nervous system, the fact that the.

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00:14:28.020 --> 00:14:37.290

Brooke Briggance (she/her): body will swing you into a different direction, sometimes if you've got too much activity brain doesn't like to be out of balance, and so this is a you know, a.

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00:14:37.620 --> 00:14:49.830

Brooke Briggance (she/her): kind of functional space here when these parts of the brain are both online what we know in trauma and the stress response is that when that is activated.

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00:14:50.280 --> 00:14:58.740

Brooke Briggance (she/her): The limbic system takes over and literally the prefrontal cortex starts to go dark it literally ceases its activity.

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00:14:59.100 --> 00:15:08.760

Brooke Briggance (she/her): And we have pet scan evidence of this, so they put people in pet scans and they activated a stress response and you see this part go dark and this part starts to light up.

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00:15:09.750 --> 00:15:16.260

Brooke Briggance (she/her): For me, when you're thinking about this,

this is all about really serious.

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00:15:16.770 --> 00:15:28.320

Brooke Briggance (she/her): bodily reactions, the body is flooded with chemicals, and there is a whole set of reactions that is happening here their physiological this is when.

93

00:15:28.860 --> 00:15:32.280

Brooke Briggance (she/her): You get activated and you can feel it right like.

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00:15:32.760 --> 00:15:45.690

Brooke Briggance (she/her): adrenaline cortisol are released and what's happening is your heart rate is going up your respiration is going up your pupils are going to dilate there's a bunch of stuff that's going to happen physiologically because why.

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00:15:45.990 --> 00:15:59.280

Brooke Briggance (she/her): Because this part of the brain is now activated and it says, we need to survive and we're about to do anything humanly possible to make sure that happens, and so people with trauma backgrounds, maybe people.

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00:15:59.850 --> 00:16:11.130

Brooke Briggance (she/her): who may have different types of mental health challenges, people who are just in toxic stress situations that set of circumstances, remember, if you watched are.

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00:16:11.940 --> 00:16:23.190

Brooke Briggance (she/her): The first in this series, we talked about the definition of trauma being an event, a series of events or set of circumstances that is activating the stress response.

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00:16:24.000 --> 00:16:33.330

Brooke Briggance (she/her): And Aaron I see your your question here in the Q amp a about are there initiatives to provide the training to law enforcement that's.

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00:16:33.870 --> 00:16:43.590

Brooke Briggance (she/her): First of all, yes I just trained law enforcement um recently we did mental health first aid certification, we did de escalation and we also did.

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00:16:44.070 --> 00:16:53.160

Brooke Briggance (she/her): vicarious trauma because secondary trauma can also you know sort of create sensitivity in this part and make people more reactive.

101

00:16:53.490 --> 00:17:01.200

Brooke Briggance (she/her): And so I do think that the sort of systems response here of trauma informed practice is to make sure.

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00:17:01.440 --> 00:17:11.400

Brooke Briggance (she/her): That people all people who are interacting with other people need to know this neuro bio reality and need to be trained about de escalation.

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00:17:11.670 --> 00:17:17.280

Brooke Briggance (she/her): Right, I would say this is equally true for the work you're all doing, but also for folks like educators.

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00:17:17.580 --> 00:17:26.460

Brooke Briggance (she/her): Right people who might be servicing the Community in different ways park and REC people we just did a bunch of park and REC people we did de escalation skills, because.

105

00:17:26.760 --> 00:17:37.650

Brooke Briggance (she/her): All the different types of people that are interacting with Community right now, are going to be faced with this reality, a lot of people are spending lots of extra time in this limbic system.

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00:17:38.220 --> 00:17:43.560

Brooke Briggance (she/her): But what happens there is that means that executive function has been knocked offline.

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00:17:43.980 --> 00:17:54.480

Brooke Briggance (she/her): And that's really important that sort of process can also mean it it's really difficult for that person, maybe necessarily even to quote know what they're doing.

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00:17:55.200 --> 00:18:04.830

Brooke Briggance (she/her): This is a can lead to sort of falling on

that spectrum of disassociated behaviors where you're like not totally remembering, certainly in trauma that might be true.

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00:18:05.520 --> 00:18:11.310

Brooke Briggance (she/her): But in stress response or someone get at got activated maybe they have a trauma background, maybe they don't.

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00:18:12.240 --> 00:18:17.250

Brooke Briggance (she/her): This is, this is the part of the brain that we're going to have to deal with, so when we think about de escalation.

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00:18:17.490 --> 00:18:24.120

Brooke Briggance (she/her): we're talking to that part of the brain we're not talking to this part and I think a lot of times people approach, a situation.

112

00:18:24.360 --> 00:18:37.830

Brooke Briggance (she/her): Where someone's been activated and they start talking to the wrong part of the brain and so de escalation about 90% of it is what do I need to do and say to calm the limbic system down, not the prefrontal cortex.

113

00:18:38.670 --> 00:18:50.100

Brooke Briggance (she/her): Right, the metaphor, that we use is you know the the rider and the horse right when you know it's it's a pretty typical metaphor, but.

114

00:18:50.790 --> 00:19:01.200

Brooke Briggance (she/her): I like it because I used to ride horses and if you've ever seen a horse that's been activated you know that they'll just do whatever they need to do.

115

00:19:01.500 --> 00:19:09.810

Brooke Briggance (she/her): When when a horse in a writer and imbalance, if you imagine that writers that prefrontal cortex and if you imagine that limbic system is the horse.

116

00:19:10.080 --> 00:19:21.090

Brooke Briggance (she/her): When we're talking about that lack of balance, the writer has gotten knocked off and you're just dealing with the horse and if you are like me and you've seen a horse that

has.

117

00:19:21.570 --> 00:19:30.150

Brooke Briggance (she/her): been activated and it's stress response you know they're all just energy right it's just energy i've seen a horse try to climb a tree once.

118

00:19:30.900 --> 00:19:35.460

Brooke Briggance (she/her): Because it thought that a stick was a snake and that's important.

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00:19:36.270 --> 00:19:44.430

Brooke Briggance (she/her): Because, just like a horse the limbic system is recording things and it's taking information from all different resources.

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00:19:44.700 --> 00:19:53.250

Brooke Briggance (she/her): And particularly if a person has a trauma background is very concerned with also the perception of threat.

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00:19:53.580 --> 00:20:01.080

Brooke Briggance (she/her): Right it's not just the threat itself, it is the perception of the threat and that becomes really important because.

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00:20:01.350 --> 00:20:08.400

Brooke Briggance (she/her): When we're talking to someone who's been activated We may want to say to them well but that's not really a snake it's a stick.

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00:20:08.850 --> 00:20:17.400

Brooke Briggance (she/her): Right, but in that moment when the horse has been activated do you think that horse right there cares if that's a sticker a snake, no.

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00:20:17.820 --> 00:20:25.170

Brooke Briggance (she/her): it's just going to be it's just energy and it's all about survival and typically there are certain behaviors that we see.

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00:20:25.380 --> 00:20:34.500

Brooke Briggance (she/her): Horses right that limbic system part of the brain engaged in and for our purposes today we're mostly thinking about fight and flight and you've heard that i'm sure.

126

00:20:35.220 --> 00:20:47.520

Brooke Briggance (she/her): Where you know what is the reaction to either fight and get aggressive or to run right and that's typically what we are de escalating is one of those two situations.

127

00:20:48.720 --> 00:20:59.730

Brooke Briggance (she/her): yeah so Monica I see in the chat yeah so emotion becomes really important and you're going to see in just a minute how i'm going to say let's align with the emotion.

128

00:21:00.000 --> 00:21:08.370

Brooke Briggance (she/her): and not necessarily try to engage that prefrontal cortex yet until the situation's able to calm down like i'm not going to have.

129

00:21:08.820 --> 00:21:12.000

Brooke Briggance (she/her): A quote rational conversation with a horse in this state right.

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00:21:12.360 --> 00:21:25.440

Brooke Briggance (she/her): Like That would be a kind of foolish and a waste of our time, because the riders way back there, and when I see mistakes and de escalation usually it's people who are coming with rider skills, but the writer is like three miles back.

131

00:21:25.770 --> 00:21:28.140

Brooke Briggance (she/her): You know and i'm like yeah but where are your horse skills.

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00:21:28.500 --> 00:21:39.000

Brooke Briggance (she/her): Right So what we need to do is sort of shift focus a bit and think about what is what's the limbic system doing in that moment, and how do I speak to it.

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00:21:39.240 --> 00:21:47.850

Brooke Briggance (she/her): to calm the situation down so that I have a chance to get that rider back on the horse that's really to me what de escalation is all about.

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00:21:48.840 --> 00:21:58.200

Brooke Briggance (she/her): And I see some awesome resources in the in the Q amp a thank you for that you guys, I appreciate that and yeah there has been a lot of effort, obviously.

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00:21:58.740 --> 00:22:19.680

Brooke Briggance (she/her): To bring this type of training to all different kinds of folks including law enforcement and the group that we just did included folks from DOJ probation youth programs, we did a very large series for a pretty large group of folks who were in law enforcement at various levels.

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00:22:21.390 --> 00:22:31.260

Brooke Briggance (she/her): One of the important things I think is sort of bringing back this conversation to the natural world right because.

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00:22:31.590 --> 00:22:43.890

Brooke Briggance (she/her): If you know and it just helps me sort of reframe I hope it helps you but it helps me reframe my behaviors because you know we have brains that evolved.

138

00:22:44.310 --> 00:23:00.060

Brooke Briggance (she/her): To put us into safety in a time when we were still hunting and gathering right when we were living in nature, in a different way we didn't live in a condominium we didn't have smartphones there wasn't netflix.

139

00:23:00.630 --> 00:23:12.930

Brooke Briggance (she/her): There were no tick tock videos and yeah I need to have real respect for the part of me, that is still biologically connected to a different reality than the reality, I know now.

140

00:23:13.320 --> 00:23:31.440

Brooke Briggance (she/her): What I know now is tic TAC and netflix and traffic right like that's my reality today, but my brain is a brain that was designed for things like bears and Tigers and i'm in I have parts of me that are much more like these meerkats.

141

00:23:32.160 --> 00:23:44.550



Brooke Briggance (she/her): And one of the parts of me, that is like a meerkat is that pair of aqua ductile grades in the limbic system and its job is cataloguing all of the things that have come before threat before.

142

00:23:45.030 --> 00:23:56.130

Brooke Briggance (she/her): And this is how we learn it's how we know that we're in dangerous, because a catalog ahead of time, the thing that put me in danger last time it makes a lot of sense right.

143

00:23:56.430 --> 00:24:03.930

Brooke Briggance (she/her): But it sometimes again if i'm dealing with toxic stress or I have a trauma background or i'm getting activated over and over again.

144

00:24:04.290 --> 00:24:16.320

Brooke Briggance (she/her): These meerkats that are looking for the sign of that thing that happened before they get more sensitive and and they activate each other, we forget that we are wired together.

145

00:24:16.920 --> 00:24:28.440

Brooke Briggance (she/her): Right, we have mirror neurons that speak to one another, so when we are in a group and one person goes up and is activated it's automatically activating the rest of us.

146

00:24:29.040 --> 00:24:35.250

Brooke Briggance (she/her): Those mirror neurons are going to activate all of us, because we're we're hardwired to be collective.

147

00:24:35.760 --> 00:24:47.550

Brooke Briggance (she/her): We are literally designed to be in a group, like these meerkats and you've seen meerkats right on nature shows are at the zoo or something when one goes up what do they all do they all get activated right.

148

00:24:48.120 --> 00:24:57.720

Brooke Briggance (she/her): And that one that one may have been activated because it saw a shadow or maybe like the horse it saw sticking it thought it was a snake because last time.

149

00:24:57.960 --> 00:25:09.090

Brooke Briggance (she/her): There was a snake, and it thought it was a

stick, and you know, one of its buddies got taken away by that snake, and so that activation then sends a message to the other brains around that say.

150

00:25:09.420 --> 00:25:23.040

Brooke Briggance (she/her): Oh, my God snake, and everybody goes, what right and it's that exact sort of standing on alert and then the pair aqua ductile Gray, is that part of the brain that is like cataloguing it.

151

00:25:23.460 --> 00:25:32.190

Brooke Briggance (she/her): Right it's like okay remember last time we saw that like thing, and so the next time my limbic system sees that meerkat response.

152

00:25:32.550 --> 00:25:38.370

Brooke Briggance (she/her): And so it's important for us to know what's going on with the brain, so that when we come in.

153

00:25:38.700 --> 00:25:46.470

Brooke Briggance (she/her): With the conversation about well, what do we do when someone's been activated it all makes sense to us and we're going to remember oh yeah.

154

00:25:46.830 --> 00:25:56.130

Brooke Briggance (she/her): i'm dealing with a situation here where this limbic system is the part of this person's brain, that is not quote unquote executive function.

155

00:25:56.580 --> 00:26:10.410

Brooke Briggance (she/her): It is it has documentation of things that were a threat to it in the past is often about emotion and survival that's what it's going to do it's bodily and it often is nonverbal.

156

00:26:11.040 --> 00:26:20.790

Brooke Briggance (she/her): Right, so when I first start to talk about de escalation I gotta keep all that stuff in my mind, because my response needs to tailor to that reality.

157

00:26:22.590 --> 00:26:31.680

Brooke Briggance (she/her): So the very first thing that has to happen, then, is if we're in a group of meerkats and someone gets

activated those mirror neurons are affecting me.

158

00:26:32.010 --> 00:26:42.990

Brooke Briggance (she/her): Right, I may get activated to, and so the very first thing that is so important in having a conversation about de escalation is us.

159

00:26:43.530 --> 00:26:53.730

Brooke Briggance (she/her): right before we ever put attention on the other person, we have to ask like how am I ready to deal with this and it's all happening very fast right the person got activated.

160

00:26:54.060 --> 00:27:02.250

Brooke Briggance (she/her): I now boom i'm activated and i've got to ask myself, one question right away, do I feel safe.

161

00:27:03.060 --> 00:27:22.200

Brooke Briggance (she/her): Because if I do not feel safe in that situation, I will not be able to be an effective D escalator so sometimes we have to ask, am I, the right person for the job right and everybody has a different threshold for that maybe some people.

162

00:27:23.250 --> 00:27:29.400

Brooke Briggance (she/her): Have a threshold, where they feel a lot of confidence, maybe they have a lot of experience, remember.

163

00:27:29.610 --> 00:27:38.190

Brooke Briggance (she/her): trauma and stress in the brain are also linked to our perception of our own ability to cope with the situation so maybe I have a lot of experience.

164

00:27:38.490 --> 00:27:46.800

Brooke Briggance (she/her): And I feel really comfortable de escalating lots and lots of situations it's not that big of a deal right, but maybe I don't.

165

00:27:47.190 --> 00:27:57.570

Brooke Briggance (she/her): Or maybe the behavior that is happening is so activating for me that I actually struggled to get myself back down to baseline.

166

00:27:58.050 --> 00:28:08.700

Brooke Briggance (she/her): or here's the secrets, many of us have our own lived experience and trauma backgrounds, which is why we're drawn to the work that we're doing.

167

00:28:09.150 --> 00:28:20.250

Brooke Briggance (she/her): And we specifically look for people when we are talking about substance use we want people with that lived experience to be part of our organizations right.

168

00:28:20.880 --> 00:28:29.520

Brooke Briggance (she/her): We want people with lived experience to be in mental and behavioral health we want folks reaching out to high need and traumatized communities.

169

00:28:29.730 --> 00:28:35.880

Brooke Briggance (she/her): Who can get it who relate, we have a lot of people working in our organizations that have that.

170

00:28:36.090 --> 00:28:48.180

Brooke Briggance (she/her): Will maybe there's a particular type of behavior that might be more activating for one person than it is for another because of their lived experience we've got to take that into consideration as well.

171

00:28:48.840 --> 00:28:58.980

Brooke Briggance (she/her): Very first question, you have to ask is, can I be effective here and remember that safety your pair aqueduct or Gray, and your limbic system your amygdala.

172

00:28:59.310 --> 00:29:09.060

Brooke Briggance (she/her): It cares about your holistic safety trauma is experienced right physically but also mental emotional and spiritual trauma is real.

173

00:29:09.300 --> 00:29:25.080

Brooke Briggance (she/her): And so, if I holistically do not feel safe, maybe this person is being verbally aggressive and I have lived experience of dealing with verbal aggression in the past that may not be an emotional safe space for me, I may need to tag out.

174

00:29:25.560 --> 00:29:37.620

Brooke Briggance (she/her): So the very first thing you have to ask yourself is, can I do this, and if you can then you can begin to employ your de-escalation skills you're going to be thinking.

175

00:29:38.220 --> 00:29:41.310

Brooke Briggance (she/her): Right about how do I interact with this horse.

176

00:29:41.910 --> 00:29:46.890

Brooke Briggance (she/her): The first thing you have to do, then, is get your own rider back on your horse.

177

00:29:47.130 --> 00:29:59.490

Brooke Briggance (she/her): If you want to deal with the situation and manage it you've made the decision about safety you're gonna say yeah I totally can do this first thing you have to do after you do that immediate check in is calm yourself down.

178

00:30:00.420 --> 00:30:10.890

Brooke Briggance (she/her): The I I told you that I just use this in the ups store and the very first thing I did, is the situation was unfolding was I.

179

00:30:11.280 --> 00:30:18.180

Brooke Briggance (she/her): Calmed myself down, I asked the question, do I feel safe here do I feel I can intervene and then I managed my breathing.

180

00:30:19.020 --> 00:30:31.380

Brooke Briggance (she/her): We know that managing your breathing is the fastest way that you can get your rider back on your horse it's activating your parasympathetic nervous system, which is kind of like your brakes.

181

00:30:31.650 --> 00:30:37.170

Brooke Briggance (she/her): If your sympathetic nervous system or the stress response is the gas, you need to put the brakes on.

182

00:30:37.380 --> 00:30:47.490

Brooke Briggance (she/her): Your breathing is a way to do that there's a nerve that goes from your diaphragm up into your brain it's

literally your brain monitoring how stressed out, you are by your.

183

00:30:47.970 --> 00:30:57.390

Brooke Briggance (she/her): breathing and sort of monitoring your diaphragm like hey how's brooke doing like she just started, you know her respiration rate went way up like I think she's stressed.

184

00:30:58.830 --> 00:31:04.950

Brooke Briggance (she/her): So so managing your breathing is key, the way that we do that yep exactly kid so.

185

00:31:05.520 --> 00:31:17.040

Brooke Briggance (she/her): The frantic nerve is also right there and that's really important so that front of nerve goes up and it's monitoring remember your limbic system is not just reacting it's analyzing.

186

00:31:17.430 --> 00:31:25.980

Brooke Briggance (she/her): Right, and so one of the things it's analyzing is how fast, am I breathing because if i'm breathing super fast it's going to be like wow she seems really stressed.

187

00:31:26.250 --> 00:31:32.130

Brooke Briggance (she/her): I think that we should like like we should be on the heightened alert because brooke is breathing really fast like what's up.

188

00:31:32.550 --> 00:31:41.100

Brooke Briggance (she/her): Right and so it's really important for us to control our breathing and the way that we do that at cyprus's we always just do the 415 breathing and.

189

00:31:41.370 --> 00:31:47.880

Brooke Briggance (she/her): People have all different kinds of techniques you got to do the one that's a good fit for you, but for us it's a 415.

190

00:31:48.240 --> 00:32:00.930

Brooke Briggance (she/her): And so what that is is a breath in through your nose through a Count of four you hold for a Count of one and then out through your mouth for a Count of five and so i'll demonstrate that a minute, it looks like this.

191

00:32:12.570 --> 00:32:19.410

Brooke Briggance (she/her): And I want you to do that three times I already feel better actually already like hey all right.

192

00:32:20.280 --> 00:32:34.530

Brooke Briggance (she/her): If you do that it actually calms you down it lowers your own cortisol level, it allows you to keep your rider on the horse So the first thing we're doing we're assessing for safety my the right person for the job.

193

00:32:34.950 --> 00:32:44.550

Brooke Briggance (she/her): Yes, I think I can handle this, let me control my breathing make sure my rider stays on the horse Okay, then we can think about the other person.

194

00:32:46.800 --> 00:32:55.800

Brooke Briggance (she/her): When we think about the other person i've added in some conversation here about virtual support because we may still be supporting people virtually.

195

00:32:56.250 --> 00:33:05.100

Brooke Briggance (she/her): or sometimes we are sometimes we're not, and so I wanted to include some things that we can do, virtually as well as when we're in person, so we'll get to in person in a second.

196

00:33:05.340 --> 00:33:18.270

Brooke Briggance (she/her): But right now thinking about virtual support what are some things I have to keep in mind well, you can see that, first of all your voice is going to be so important, what happens when you get activated.

197

00:33:18.840 --> 00:33:24.870

Brooke Briggance (she/her): With your voice you start going up and up and talking even faster, and then we go in, we get louder louder louder louder.

198

00:33:25.530 --> 00:33:38.250

Brooke Briggance (she/her): Right, and that means remember we're meerkats what message is that sending to that other person's brain hey I don't think we're okay i'm super freaked out like that.

199

00:33:38.820 --> 00:33:48.840

Brooke Briggance (she/her): Right and that literally is adding stress to the situation, because that person is still analyzing for data, am I safe, am I safe they've been activated.

200

00:33:49.230 --> 00:34:00.570

Brooke Briggance (she/her): Right something happened, maybe there they felt disrespected or there was a confusion or there was some kind of thing that happened and boom there, they are and oh horse.

201

00:34:00.990 --> 00:34:15.780

Brooke Briggance (she/her): Action maybe aggression, they may be moving around a lot, and all of a sudden, what i'm adding to that by speaking too fast by speaking too loudly by changing my tone and having it a go up.

202

00:34:16.440 --> 00:34:24.510

Brooke Briggance (she/her): What i'm adding as fuel to that fire i'm literally telling that other brain you're totally right, we are not Okay, you should be freaking out.

203

00:34:25.020 --> 00:34:30.300

Brooke Briggance (she/her): Right and so i've got a calm everything down the breathing will help.

204

00:34:30.660 --> 00:34:40.590

Brooke Briggance (she/her): But if you're a person who starts to you know have your tone go up if you're a fast talker I want you to practice some of this when it doesn't matter.

205

00:34:40.950 --> 00:34:50.910

Brooke Briggance (she/her): Practice when the kids are fighting at the dinner table practice when you're in line at the grocery store and annoyed like look for opportunities in your life.

206

00:34:51.270 --> 00:35:00.870

Brooke Briggance (she/her): where you can take advantage of them, so that you can practice so that, when it matters you've got the memory of it, you know what it feels like.

207

00:35:01.140 --> 00:35:10.530



Brooke Briggance (she/her): to lower your voice slow it down and use that calm tone now you don't want to be patronizing you don't want to go so far in the other edge like.

208

00:35:10.950 --> 00:35:24.780

Brooke Briggance (she/her): Oh, are you activated that's just going to set somebody up so you're right there so watch that balance but you've got to be able to like lower that calm it down and use that tone.

209

00:35:25.260 --> 00:35:32.400

Brooke Briggance (she/her): and especially don't speak, really, really fast, you want to think about fewer words The other thing is everybody starts to argue.

210

00:35:33.300 --> 00:35:42.540

Brooke Briggance (she/her): ma'am ma'am ma'am I thought ma'am I thought I said but ma'am your appointment was on Tuesday ma'am ma'am but I told you, it was on Tuesday man, but what are we doing.

211

00:35:42.930 --> 00:35:53.040

Brooke Briggance (she/her): that's a writer conversation that is not a horse conversation when we argue we're in a debate with a brain that's not prepared for debate right now.

212

00:35:53.430 --> 00:36:02.460

Brooke Briggance (she/her): And so we're going to leave that maybe there was a miscommunication maybe it wasn't a snake it's a stick, but does it really matter right now.

213

00:36:02.820 --> 00:36:18.960

Brooke Briggance (she/her): The good news is that the chemicals of the stress response take about 30 minutes to fully resolve right and be processed in the body, most people are going to start to feel better in about 10 or 15 minutes if we don't add.

214

00:36:19.350 --> 00:36:25.200

Brooke Briggance (she/her): fuel to the fire if i'm not adding escalating behaviors, this is a time limited thing.

215

00:36:25.890 --> 00:36:37.770

Brooke Briggance (she/her): Then we can have a conversation about the genesis of the reaction, then we can have a conversation about whether

or not it was something simple and it could have been avoided look that wasn't really a snake, it was a stick.

216

00:36:38.490 --> 00:36:44.970

Brooke Briggance (she/her): But right now arguing will add energy to the situation and it will make it more difficult.

217

00:36:45.390 --> 00:36:59.280

Brooke Briggance (she/her): And, as we saw in the Q amp a before we're acknowledging feelings, because that limbic system is about feelings emotions and survival right and so there's big big feelings and someone who's been activated.

218

00:37:00.240 --> 00:37:07.170

Brooke Briggance (she/her): The other thing we want to do is, we want to actively listen, so we want to make sure that we're communicating to that person.

219

00:37:07.500 --> 00:37:21.120

Brooke Briggance (she/her): implicitly and explicitly that we're listening right, this is not a time to pull out the phone or be distracted you can't multitask de escalation put all that stuff down focus on the person, let them know you are hearing them.

220

00:37:21.540 --> 00:37:28.830

Brooke Briggance (she/her): The other thing is that absolutely we are going to think about we language why.

221

00:37:29.370 --> 00:37:40.410

Brooke Briggance (she/her): Well, if i'm in a group of meerkats right and we're all on the same team right we don't want that group to appear to turn on each other right.

222

00:37:40.800 --> 00:37:54.330

Brooke Briggance (she/her): If I am arguing, if I am not aligned with you, if it's you and me, we very easily could be perceived by that brain to be on opposite sides and opposite teams and we don't want that.

223

00:37:54.540 --> 00:38:03.900

Brooke Briggance (she/her): We want to line with that brain to let it know hey i'm on your side we're together in this, and so we often will

say.

224

00:38:04.200 --> 00:38:13.500

Brooke Briggance (she/her): we're going to work to find a solution we're going to find a way to manage the situation, I hear what you're saying we're going to work together right.

225

00:38:13.800 --> 00:38:24.330

Brooke Briggance (she/her): I want to start to use we language and absolutely never in the history of the world has it ever calmed anyone down to have someone say calm down.

226

00:38:25.020 --> 00:38:35.580

Brooke Briggance (she/her): I used to work in a department of neurology and we had to de escalate all the time and there was always somebody there who would be like calm down calm down calm down calm down.

227

00:38:35.970 --> 00:38:40.380

Brooke Briggance (she/her): And if you have ever had anyone try that with you, you know darn well it doesn't work.

228

00:38:41.070 --> 00:38:57.840

Brooke Briggance (she/her): So we want to avoid calm down calm down, we want to align with that person make sure that that brain knows i'm on the same team we language is a way to do that, and we really want to make sure that we are actively listening they've got our attention.

229

00:38:59.280 --> 00:39:14.010

Brooke Briggance (she/her): We also want to think about you know you don't have to agree with the person right like this isn't about you, even if they're saying it's about you it's not about you and you don't even have to necessarily agree it's really more about timing.

230

00:39:14.460 --> 00:39:19.920

Brooke Briggance (she/her): Right like you can disagree later when the writer is back there to disagree with you.

231

00:39:20.190 --> 00:39:27.600

Brooke Briggance (she/her): You can disagree later when the writer is able to engage in that conversation, but when the writer isn't present.

232

00:39:27.870 --> 00:39:34.830

Brooke Briggance (she/her): that's not going to be a very productive conversation right, and so you may have feelings, you need to process with this person.

233

00:39:35.070 --> 00:39:46.710

Brooke Briggance (she/her): You may have a point that you need to make all of that is legitimate, it really is just about timing so de escalation in a lot of ways is about is about delayed gratification.

234

00:39:47.010 --> 00:40:02.730

Brooke Briggance (she/her): In in a situation right, I need to delay the point I want to make so that I can work and make my point to an integrated and balanced brain, as opposed to a brain right now that is experiencing dysregulation.

235

00:40:03.180 --> 00:40:17.550

Brooke Briggance (she/her): Right that's not even it's not only not going to get me what I want, which is clarity in the situation but it's also not really going to be supportive of that person, so I want to wait until that brains co regulated, and then we can have the conversation.

236

00:40:19.950 --> 00:40:30.690

Brooke Briggance (she/her): Now, in person, remember meerkats right there are so many different kinds of messages that we send to someone with our body.

237

00:40:30.990 --> 00:40:39.420

Brooke Briggance (she/her): That the meerkats are going to respond to in a really different way right because they're going to see that as a threat.

238

00:40:39.870 --> 00:40:48.540

Brooke Briggance (she/her): And so, moving if we move around a lot that's going to be perceived as a threat, why what happens in nature.

239

00:40:49.110 --> 00:40:56.820

Brooke Briggance (she/her): What is the lion do around the meerkats it walks around Okay, what does a shark do it goes around.

240

00:40:57.510 --> 00:41:07.830

Brooke Briggance (she/her): right we don't want to be part of that we don't want to be moving in a situation i'm adding energy to a situation where i'm trying to lower the energy level that's not good.

241

00:41:08.550 --> 00:41:13.560

Brooke Briggance (she/her): We also there are so many different types of things with hands.

242

00:41:14.370 --> 00:41:23.610

Brooke Briggance (she/her): hands being visible, especially if someone has a trauma background right if my hands aren't visible maybe I stuffed them in my pocket or they're behind my back.

243

00:41:23.940 --> 00:41:36.720

Brooke Briggance (she/her): That way, what does that brain going to be saying right if i'm all about survival and I am all about making sure that I know whether or not i'm safe in this situation, I want to see your hands.

244

00:41:37.050 --> 00:41:45.450

Brooke Briggance (she/her): Right, one of the i've got on here think about the nervous habits that you, you have as an individual and again, you should practice this when it doesn't matter.

245

00:41:45.810 --> 00:41:53.820

Brooke Briggance (she/her): But one of the things that is true, for me, is, I have three sons right, so I spent.

246

00:41:54.540 --> 00:42:03.630

Brooke Briggance (she/her): A whole lot of years with my hands on my hips like how many times have I told you not to do that to your brother or like how many times have I said.

247

00:42:03.870 --> 00:42:21.090

Brooke Briggance (she/her): let go of the cat you know or whatever it was in that given moment right, I always had my hands on my hips and I find that now, when i'm in a situation where I might feel like a little overwhelmed or I feel like I have to take control.

248

00:42:22.050 --> 00:42:27.690

Brooke Briggance (she/her): Where all my fixers out there, where you feel like you're going to fix the situation i'm one of those.

249

00:42:28.500 --> 00:42:35.490

Brooke Briggance (she/her): And so I kind of go in there and sometimes I put my hands on my hips right, but what is the hands on the hips convey.

250

00:42:36.390 --> 00:42:51.330

Brooke Briggance (she/her): Right authority right i'm not on your side you're about to get in trouble, like all of that kind of stuff oh Rebecca you're recovering fixer well I maybe you should email me later and tell me how you did it because.

251

00:42:52.380 --> 00:42:57.300

Brooke Briggance (she/her): i'm still working on that um but the reality is like you've had to think about those things.

252

00:42:57.810 --> 00:43:08.160

Brooke Briggance (she/her): Some people, maybe your leg starts to tap and bounce right maybe some people click things they start to get agitated in there click click clicking or maybe.

253

00:43:08.610 --> 00:43:22.380

Brooke Briggance (she/her): Somebody some peak times people pace that's a really typical one sometimes people sway right it's all of these different kind of coping strategies that we have and sometimes they're not even very aware of them.

254

00:43:22.950 --> 00:43:32.670

Brooke Briggance (she/her): Sometimes we're not even like really tuned into the fact like oh i'm swaying right so mindfulness is part of this as well, you have to get used to.

255

00:43:32.910 --> 00:43:46.380

Brooke Briggance (she/her): feeling yourself, and how does your body really you know sort of react to stress yeah Kimberly exactly the swain right that we have from God I I still do that you hand me anything I start to do this way.

256

00:43:46.830 --> 00:43:55.650

Brooke Briggance (she/her): Okay, and and that's like that's a good

thing, sometimes, but not if i'm in this kind of situation right, I want to be thinking about all of those things I have but.

257

00:43:55.860 --> 00:44:05.610

Brooke Briggance (she/her): It might be really, really hard for me to do that if i'm not practicing mindfulness when it doesn't matter because I need to look for those signs in my own body.

258

00:44:05.880 --> 00:44:10.860

Brooke Briggance (she/her): When we're managing stress we're just managing it right like we're just trying to get by.

259

00:44:11.220 --> 00:44:21.690

Brooke Briggance (she/her): And we don't often pay attention to how that shows up for us in the body, and we do need to be aware of that, if we are de escalating situations on a regular basis.

260

00:44:21.930 --> 00:44:32.550

Brooke Briggance (she/her): We have to think about where our hands, we have to think about do we move around a lot, and we need to think about things like tone of voice all of that stuff really matters and the other thing.

261

00:44:33.150 --> 00:44:37.380

Brooke Briggance (she/her): That I think is so important for the love of pete don't touch anybody.

262

00:44:37.890 --> 00:44:46.350

Brooke Briggance (she/her): I mean everybody where my huggers out there, you know y'all go in for the hug, this is not the time to go into the hug.

263

00:44:46.650 --> 00:44:56.100

Brooke Briggance (she/her): you're likely to get popped in the nose if someone super activated and like at let's imagine, maybe they also have a substance on board, we are not hugging people right now.

264

00:44:56.340 --> 00:45:04.830

Brooke Briggance (she/her): that there are people that go in for that we may be because that's a calming thing for them that that if that person has a trauma background.

265

00:45:05.160 --> 00:45:12.090

Brooke Briggance (she/her): If fight is the reaction of the brain and remember it can change it might have been flight, but now it goes to fight.

266

00:45:12.480 --> 00:45:21.240

Brooke Briggance (she/her): We are not touching anyone, we can touch someone later right with permission, we could say wow That was really stressful for both of us.

267

00:45:21.900 --> 00:45:36.540

Brooke Briggance (she/her): Would it be okay, if I put my hand on your arm, but you don't want to touch anyone when they're in this very heightened state, we want to make sure that we can de escalate and co regulate that situation and then physical touch would be safe and.

268

00:45:37.110 --> 00:45:55.980

Brooke Briggance (she/her): Absolutely super important The other thing is make sure that you're thinking about your body in in proximity right you've got to be thinking, are you a big person, are you a little person, are you standing over somebody How does that communicate power, how does it communicate.

269

00:45:57.180 --> 00:46:08.790

Brooke Briggance (she/her): You know if that that person is safe or not safe and how, how do you make sure that you're doing that appropriately for me, I always like to find a place that feels safe to sit down.

270

00:46:09.690 --> 00:46:16.260

Brooke Briggance (she/her): Just because I think that that kind of helps like hey remember brain i'm not a threat to you i'm over here.

271

00:46:16.530 --> 00:46:23.340

Brooke Briggance (she/her): i'm not you know going to like jump out i'm not blocking any exits i'm not doing anything like that i'm just over here.

272

00:46:23.670 --> 00:46:33.540

Brooke Briggance (she/her): sitting down isn't always possible and that's fine, but you do have to think about then your body and its placement in the room, are you blocking an exit.



273

00:46:33.870 --> 00:46:45.720

Brooke Briggance (she/her): Are you towering over that person The other thing to think of is face to face might be too confrontational so I sort of turned myself a little bit to the side, maybe just even like a slight.

274

00:46:46.470 --> 00:46:56.040

Brooke Briggance (she/her): angle it doesn't have to be like 90 degrees, but you do have to sort of tell yourself a little bit because again you're just sort of saying look i'm not a threat to you.

275

00:46:56.280 --> 00:47:05.490

Brooke Briggance (she/her): This can be a very often be read again, particularly with people with trauma backgrounds, as an activator we want to try to get rid of those as much as possible.

276

00:47:06.390 --> 00:47:13.110

Brooke Briggance (she/her): And then the last thing i'll say is watch your face if you've been in my trainings before you know i'm always telling you fix your face.

277

00:47:13.440 --> 00:47:23.580

Brooke Briggance (she/her): fix your face people, because all of your judgment is in your face, you might be saying the right thing and if you're like this, or your eyebrows are up or you're like.

278

00:47:24.060 --> 00:47:29.190

Brooke Briggance (she/her): You know, whatever little faces you make everybody knows you're judging me right now.

279

00:47:29.580 --> 00:47:35.070

Brooke Briggance (she/her): And that's going to escalate the situation, so you want to again practice your face, making sure.

280

00:47:35.340 --> 00:47:44.160

Brooke Briggance (she/her): Not that it has no, you know movement on it at all for someone like me who's super facially expressive like I couldn't do that if you tried.

281

00:47:44.460 --> 00:47:50.910

Brooke Briggance (she/her): But I do know that there are certain movements in my face that are going to convey themselves as judgment.

282

00:47:51.090 --> 00:47:59.700

Brooke Briggance (she/her): And i've got to really watch out for those right for me it's always the scrunched up part right here like if i'm looking like that I might be deep in thought or I might be.

283

00:47:59.940 --> 00:48:11.310

Brooke Briggance (she/her): You know thinking something like really you know i'm trying to manage the situation, but if I scrunch like this it makes it seem like i'm upset or angry with the person I always have to try to relax my forehead.

284

00:48:11.610 --> 00:48:15.390

Brooke Briggance (she/her): that's one of the things that you might want to consider is practicing.

285

00:48:16.050 --> 00:48:30.360

Brooke Briggance (she/her): And I totally see you crystal yes, making wearing masks is super challenging that's Why make sure that you're practicing eyes and always eyebrow expression right like what happens appear really does matter and so.

286

00:48:31.080 --> 00:48:44.130

Brooke Briggance (she/her): You know, you want to make sure that you're practicing even maybe practicing with your mask on to look at how do you react to stressful situations it right up here, but I agree with you it's been tricky with masks.

287

00:48:45.780 --> 00:48:52.410

Brooke Briggance (she/her): So then, if you're going to communicate we're now we're going to start to use words, our team always talks about the three c's.

288

00:48:53.010 --> 00:48:57.840

Brooke Briggance (she/her): I want to communicate caring consistency and curiosity and there's a couple reasons for these.

289

00:48:58.530 --> 00:49:04.530

Brooke Briggance (she/her): Caring certainly obvious that seems obvious right, I really care about the situation and I care about what

you're telling me.

290

00:49:04.830 --> 00:49:14.490

Brooke Briggance (she/her): Consistency is important not just during the escalation, but if you have a relationship with this person the consistency also happens before and after.

291

00:49:15.120 --> 00:49:17.880

Brooke Briggance (she/her): Particularly again with people with trauma backgrounds.

292

00:49:18.690 --> 00:49:26.490

Brooke Briggance (she/her): Very often they might poke us like poke are you still there poker you still trustworthy poke can I still count on you.

293

00:49:26.790 --> 00:49:35.220

Brooke Briggance (she/her): poke do I am I still safe with you like, there may be some behaviors that we see in that way and so consistency happens, not just in the moment.

294

00:49:35.820 --> 00:49:44.340

Brooke Briggance (she/her): But also like as we're engaged with people you know outside of the de escalation moment but the reality is.

295

00:49:45.120 --> 00:49:57.390

Brooke Briggance (she/her): Consistency also is in that moment i'm going to stay here until we resolve that i'm going to stay here with you, while we work on this it's sort of that i'm a rock i'm not going anywhere until we fix it.

296

00:49:57.810 --> 00:50:06.300

Brooke Briggance (she/her): And the other thing is curiosity curiosity helps us because the writer is the person who has to engage in the answer.

297

00:50:06.660 --> 00:50:16.470

Brooke Briggance (she/her): Right that's the part of the brain So if I want executive function back I might ask a question and allow that rider an opportunity to get back on the horse.

298

00:50:17.130 --> 00:50:26.010

Brooke Briggance (she/her): Because who's got an answer verbal questions executive function, and so I might ask a question, and sometimes you can even see it in the moment.

299

00:50:26.250 --> 00:50:33.090

Brooke Briggance (she/her): The person is like struggling to kind of like they it's like they hear the question you can almost see the wheels turning right.

300

00:50:33.390 --> 00:50:44.820

Brooke Briggance (she/her): And that's that rider trying to get back on the horse in order to respond to the question, and so a well pointed question in that moment may be helpful to get the writer back on.

301

00:50:46.650 --> 00:50:53.310

Brooke Briggance (she/her): And you know sort of the last thing that we talked about here is that at you know de escalation is incredibly stressful.

302

00:50:53.670 --> 00:51:03.960

Brooke Briggance (she/her): And like I said, some of us may be doing it a lot in the work that we do, and certainly the work that you all do in overdose and preventative work and work and community.

303

00:51:04.710 --> 00:51:17.430

Brooke Briggance (she/her): i'm sure you are de escalating situations, the other sort of secret is that we're de escalating in our own teams a lot, right now, because there's so much burnout and there is so much.

304

00:51:17.940 --> 00:51:25.470

Brooke Briggance (she/her): Toxic stress that we're all dealing with we may be activated in our teams and i'm getting lots of.

305

00:51:25.950 --> 00:51:36.630

Brooke Briggance (she/her): Requests for how do I support my other TEAM members in de escalation that's absolutely true, and so I just want to sort of acknowledge the fact that this can be difficult.

306

00:51:37.470 --> 00:51:48.360

Brooke Briggance (she/her): yep crystal absolutely sometimes the silence and a pause just to let them process exactly that silence is really important being still right super important I appreciate that.

307

00:51:49.380 --> 00:51:55.590

Brooke Briggance (she/her): When we're thinking about how do we care for ourselves if we are having to de escalate either.

308

00:51:56.100 --> 00:52:07.230

Brooke Briggance (she/her): One extreme event or lots and lots of events, and you know we first and foremost, what the neuroscience says is in order to complete your own stress response.

309

00:52:07.470 --> 00:52:13.230

Brooke Briggance (she/her): You have to do something physical So if you de escalate something, this is where I want everyone to like.

310

00:52:13.650 --> 00:52:22.440

Brooke Briggance (she/her): You know, put the phone down or do whatever you gotta do and go take a walk around the block or do something physical do the 30 minute or 30 minute that'd be great.

311

00:52:22.890 --> 00:52:25.350

Brooke Briggance (she/her): The three minute dance party in the office or.

312

00:52:26.160 --> 00:52:35.160

Brooke Briggance (she/her): You know this is where that kind of movement becomes important neuroscience is absolutely clear on this, your stress response is intended.

313

00:52:35.460 --> 00:52:46.620

Brooke Briggance (she/her): To be followed by physical activity and then celebration right and that's because back in hunter gatherer times that made sense right if you went out into the world, and you encountered the bear.

314

00:52:46.980 --> 00:52:56.610

Brooke Briggance (she/her): Right your stress response got activated you did something you either ran away or you fought you survived and, hopefully, and you got back.

315

00:52:57.360 --> 00:53:06.630

Brooke Briggance (she/her): Right and then you were like well we survived we live to you know hunter and gatherer and other day, and so the stress response is intended to be short.

316

00:53:06.960 --> 00:53:11.820

Brooke Briggance (she/her): And it's intended to be completed and physical activity is a piece of that.

317

00:53:12.150 --> 00:53:24.480

Brooke Briggance (she/her): The other thing that we know can help after we've de escalate a situation is talking about it or getting it out of your system you don't want that track running in your head, so you talk to somebody about it journaling may help.

318

00:53:24.900 --> 00:53:35.250

Brooke Briggance (she/her): And then obviously self care is critical, but remember I already said i'm not really a fan of self care as a concept, I think wellness as a concept is incredibly important.

319

00:53:36.060 --> 00:53:48.090

Brooke Briggance (she/her): But self care yeah but what I mean by that is I want you to do something that is gentle for yourself smell, something that you really love that reminds you of someone.

320

00:53:48.330 --> 00:53:56.550

Brooke Briggance (she/her): or a place where you feel safe eat something that makes you remember a place where you have felt safe I want in your life.

321

00:53:57.120 --> 00:54:06.300

Brooke Briggance (she/her): One or two strategies to you know sort of have some protective factors in in your day So if you have to de escalate something.

322

00:54:06.510 --> 00:54:16.200

Brooke Briggance (she/her): you're doing something physical yeah Valerie it could be like a debrief absolutely to could totally be like a debrief and when I work with organizations on trauma informed practice.

323

00:54:16.560 --> 00:54:23.910

Brooke Briggance (she/her): It, this is actually kind of part of what we talked about is maybe they have TEAM members that have to de escalate a lot.

324

00:54:24.270 --> 00:54:34.350

Brooke Briggance (she/her): And I asked to build into the day the physical time the debrief and then some kind of celebration right and different teams that may be different things.

325

00:54:34.860 --> 00:54:41.610

Brooke Briggance (she/her): But basically that's what we're looking for is some kind of process like this, where we want to.

326

00:54:42.330 --> 00:54:53.700

Brooke Briggance (she/her): be doing something physical, we want to be downloading the information and then we want to do something that makes us feel joy because That completes the the stress response it's actually.

327

00:54:54.690 --> 00:55:13.440

Brooke Briggance (she/her): It actually helps us avoid burnout if we have to do this on a regular basis yeah charmaine like I love them, we are not born into isolation, we are born into connection exactly I again like self care is kind of like the thing everyone says, but i'm not i'm not super fond of that.

328

00:55:14.580 --> 00:55:19.650

Brooke Briggance (she/her): And then the last thing i'll say about this, is to please make sure to practice self compassion.

329

00:55:20.340 --> 00:55:31.170

Brooke Briggance (she/her): Self compassion is incredibly important, there will be times when you do this really, really well there will be times when you struggle, there will be times, where maybe you feel like.

330

00:55:31.410 --> 00:55:38.100

Brooke Briggance (she/her): The person for the job, and then you realize no i'm not the person for this job and you tap out and you might have feelings about that.

331

00:55:38.370 --> 00:55:47.400

Brooke Briggance (she/her): Self compassion is about acknowledging that we're not perfect, that we're here trying that we're going to make mistakes, but that way there is.

332

00:55:48.000 --> 00:55:58.170

Brooke Briggance (she/her): A joy and gratitude in being in the work in being the person who does try, there are lots and lots of people out there who don't try to do the work that you're doing.

333

00:55:58.470 --> 00:56:05.730

Brooke Briggance (she/her): Right, and so there is a recognition of both compassion, but also the joy of being in the work and saying.

334

00:56:05.970 --> 00:56:18.120

Brooke Briggance (she/her): Like i'm really proud of the work that I do and i'm proud that i'm a person who steps into this space and does the best that I can in these situations that many people run away from and so self compassion is really important.

335

00:56:20.190 --> 00:56:40.740

Brooke Briggance (she/her): I want to make sure that everyone has my email address, and I really appreciated all of the comments in the Q amp a you can always feel free to reach out to me, of course, as you need to you can reach me at brooke that brigands at pH I org and there is a recording of course of this.

336

00:56:42.150 --> 00:56:53.640

Brooke Briggance (she/her): webinar so please feel free to access that if you need to and then, of course, please know that there is another amazing opportunity coming up on the 13th.

337

00:56:53.940 --> 00:57:04.080

Brooke Briggance (she/her): To talk about building partnerships that work and again sponsored by open, if you would like more information about the national overdose prevention network.

338

00:57:04.620 --> 00:57:16.050

Brooke Briggance (she/her): You can feel free to obviously go to open.org and get more information i'm really always excited to work with them, because I know all of the wonderful things that they have to offer.



339

00:57:17.790 --> 00:57:30.180

Brooke Briggance (she/her): And Jeff Scott, the survey link in there, and thank you so much, I see lots of comments in the chat or excuse me in the Q amp a let me see if I can get through them hold on just a SEC.

340

00:57:31.380 --> 00:57:36.090

Brooke Briggance (she/her): Oh Rebecca what is the celebration look like it could be anything, whatever it means for you.

341

00:57:36.750 --> 00:57:47.730

Brooke Briggance (she/her): Right, it could be, maybe a food you really love to eat it could be dance, it could be self expression of some sort and whatever it is for you is what's really important.

342

00:57:48.570 --> 00:57:59.250

Brooke Briggance (she/her): But it basically is that joy and celebration of of just sort of like imagine if you were the person who got back to camp and you made it out okay.

343

00:58:00.000 --> 00:58:10.500

Brooke Briggance (she/her): That would be sort of what i'm thinking of is what makes me feel really happy and like what we got this we survived the bear right like that's really what the brain needs.

344

00:58:11.010 --> 00:58:20.280

Brooke Briggance (she/her): And also, I saw a request for my email again i'm going to go ahead and back up a second so that you all have that just to make sure that you've got that.

345

00:58:21.990 --> 00:58:34.860

Brooke Briggance (she/her): yeah so Lorraine, we do absolutely talk to licensed clinicians and all different, you know sorts, we have trauma informed practice trainings on all different topics absolutely.

346

00:58:36.150 --> 00:58:50.070

Brooke Briggance (she/her): See oh hey deseret it's good to see you Joanna there you go there's the contact information I know i'm running out of time yep Lee i've got that for you, oh crystal you're sweet Thank you.

347

00:58:51.090 --> 00:58:58.440

Brooke Briggance (she/her): And Laura yeah all of the episodes from the series are totally available, you can just go to noble.org and find those.

348

00:58:58.920 --> 00:59:11.280

Brooke Briggance (she/her): And yeah and we do train young people, I see that is also a question I love to train young people remember merlene said that wearing my other hat, I support young people and so.

349

00:59:12.060 --> 00:59:21.900

Brooke Briggance (she/her): yeah we love to train young people I think it's really important actually that we do that, especially right now with all of the things that they're going through absolutely thanks for highlighting them.

350

00:59:23.490 --> 00:59:32.250

Brooke Briggance (she/her): let's see I think I got all of the questions if I didn't go ahead and please feel free to just reach out, you have my email address.

351

00:59:32.490 --> 00:59:40.260

Brooke Briggance (she/her): And I just really want to thank everyone for being here, I know that it's such a stressful time so when you're able to take time to talk about.

352

00:59:40.440 --> 00:59:52.530

Brooke Briggance (she/her): How to support other people it just means the world to me, so thank you so much for the work that you do and and I wish you all the very best and and certainly the wonderful rest of your day, thank you for being here.