

*Integrated Experience*

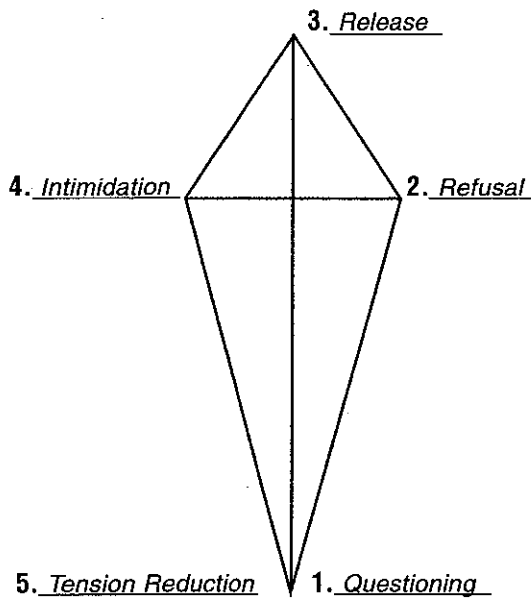
**Crisis Development/Behavior Levels**

**Staff Attitudes/Approaches**

**2. Defensive**

**2. Directive**

**The CPI  
Verbal Escalation Continuum<sup>SM</sup>**



**Interventions:**

**1. Questioning**  
*Information-seeking:*

*Challenging:*

**2. Refusal**

**3. Release**

**4. Intimidation**

**5. Tension Reduction**

**Setting Limits:**

**Keys**

- 1. Simple and clear
- 2. Reasonable
- 3. Enforceable

**Empathic Listening:** *An active process to discern what a person is saying.*