



HOMELESSTRAINING
BY RYAN DOWD

WORKSHOP

CORE TRAINING

PART 1



HOMELESS DE-ESCALATION 101

Trauma & the five most important seconds of conflict

HI!

Let's get started

We are thrilled that you are going to do a role-playing exercise with your staff about de-escalation basics.

We have built this guide for you to help you be successful and ensure your staff gets the most from this exercise.

BEFORE THE ROLE-PLAYING EXERCISE

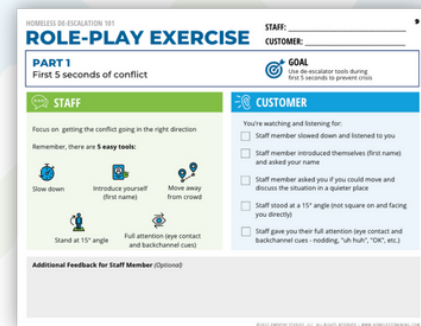
- All staff participating in the role-playing exercise should watch the **"Homeless De-Escalation 101: Trauma & the five most important seconds of conflict"** training.
- Have the following available for each person:



Homeless De-Escalation 101 training workbook and infographics



Pen/pencil



Role-Play Exercise pages



Role-Play Scenarios

ROLE-PLAY EXERCISE KICKOFF

When you bring your staff together:

- **Emphasize the value of role play.** The more you practice using the de-escalator tools and getting the first 5 seconds started in the right direction, the easier it will be to de-escalate the situation and prevent crisis.
- **Remind people that they will not do this perfectly immediately.** That is totally normal and is the reason why we are doing these exercises.

TIP



Ask the participants to be as realistic as possible.

When acting as the customer:

- Show some frustration, anger, etc.
- Ask questions and push back a little
- Add your own flare/embellishments to the story

As the Facilitator, you want to

- monitor the participants
- provide additional feedback (if needed)
- keep the activity on track



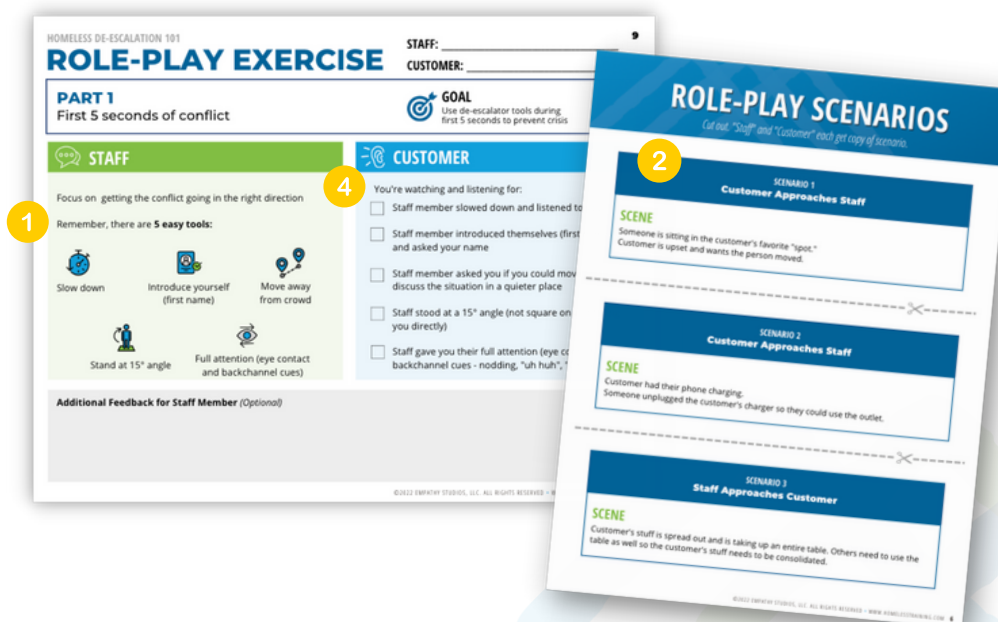
ROLE-PLAY TIME

Staff will pair off. If you have an odd number, the extra person can either pair with you or join a group of two and make it a group of three.

One person will be the **"Staff"** and the other will be the **"Customer."**



Standing or sitting, there should be **at least 3 feet** between each pair or group.



- 1 The **Staff** and **Customer** review the five de-escalator tools.
- 2 The **Customer** draws a scenario from the role-play scenario cards.
- 3 Do the role-play exercise.
- 4 The **Customer** will use the checklist to confirm whether the **Staff** used the five de-escalator tools. If the **Customer** would like to leave additional feedback, there's room at the bottom of the page.
- 5 If the **Staff** did not use the tools or would like to practice again, the pair can repeat the scenario.
- 6 After the **Staff** successfully uses the five de-escalator tools, the pair should **switch roles and repeat these steps**.



HANDOUT

ROLE-PLAY SCENARIOS

ROLE-PLAY SCENARIOS

Cut out. "Staff" and "Customer" each get copy of scenario.

SCENARIO 1

CUSTOMER APPROACHES STAFF

SCENE

Someone is sitting in the customer's favorite "spot."
Customer is upset and wants the person moved.



SCENARIO 2

CUSTOMER APPROACHES STAFF

SCENE

Customer had their phone charging.
Someone unplugged the customer's charger so they could use the outlet.



SCENARIO 3

STAFF APPROACHES CUSTOMER

SCENE

Customer's stuff is spread out and is taking up an entire table. Others need to use the table as well so the customer's stuff needs to be consolidated.

ROLE-PLAY SCENARIOS

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SCENARIO 4

STAFF APPROACHES CUSTOMER

SCENE

It's closing time and the customer needs to leave.



SCENARIO 5

CUSTOMER APPROACHES STAFF

SCENE

Customer has been waiting to use the computer and is upset that there is no available computer.



SCENARIO 6

STAFF APPROACHES CUSTOMER

SCENE

Customer is watching something on their phone and it's too loud.



HANDOUT

ROLE-PLAY EXERCISE SHEETS

STAFF: _____

CUSTOMER: _____

ROLE-PLAY EXERCISE

PART 1

First 5 seconds of conflict

GOAL



Use de-escalator tools during first 5 seconds to prevent crisis



STAFF

Focus on getting the conflict going in the right direction

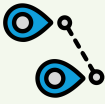
Remember, there are **5 easy tools**:



Slow down



Introduce yourself
(first name)



Move away
from crowd



Stand at 15° angle



Full attention (eye contact
and backchannel cues)



CUSTOMER

You're watching and listening for:

- ☐ Staff member slowed down and listened to you
- ☐ Staff member introduced themselves (first name) and asked your name
- ☐ Staff member asked you if you could move and discuss the situation in a quieter place
- ☐ Staff stood at a 15° angle (not square on and facing you directly)
- ☐ Staff gave you their full attention (eye contact and backchannel cues - nodding, "uh huh", "OK", etc.)

Additional Feedback for Staff Member (Optional)

STAFF: _____

CUSTOMER: _____

ROLE-PLAY EXERCISE

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First 5 seconds of conflict

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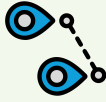
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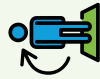
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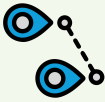
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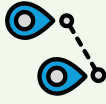
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