

Oral presentation

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De-escalation in mental health care: a review of non-physical conflict management techniques

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Address: Westphalian Hospital Muenster, PO Box 202 252, D-48103 Muenster, Germany
from WPA Thematic Conference. Coercive Treatment in Psychiatry: A Comprehensive Review
Dresden, Germany. 6–8 June 2007

Published: 19 December 2007

BMC Psychiatry 2007, 7(Suppl 1):S146 doi:10.1186/1471-244X-7-S1-S146

This abstract is available from: <http://www.biomedcentral.com/1471-244X/7/S1/S146>

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Until present, conflict management in mental health care relies much on physical techniques. Not surprisingly, research literature on interpersonal de-escalation in medical sciences, social sciences and psychology is rare. This presentation reviews rules and techniques that are applicable to mental health care [1]. Based on empirical data and theoretical models on the emergence of violence in psychiatry, following issues are discussed in detail: stress and anger management of staff, basic de-escalation rules, body language, facial expressions, verbal interventions. It is concluded that de-escalation in mental health care is still in its beginnings.

References

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