

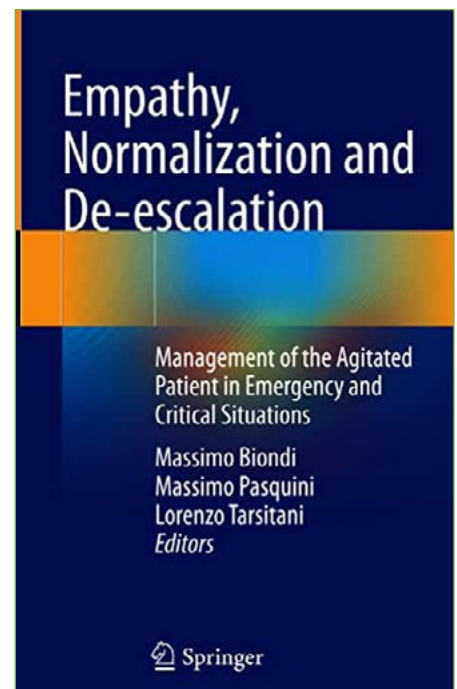


Book Review

Empathy, Normalization and De-escalation Management of the Agitated Patient in Emergency and Critical Situations

Massimo Biondi, Massimo Pasquini, Lorenzo Tarsitani

In this book we aimed to provide a full presentation of the main techniques and the practical skills to manage an agitated or aggressive person in clinical and nonclinical settings. Later we introduced an easy and practical course for medical and paramedical staff for more than 10 years now. When an healthcare personnel assist an aggressive patients the main rules are: to know how to connect with him, how to calm him and lead to a negotiation by means of specific de-escalating words. We describe several specific skills such as a specific model of communication in 3 steps: how to engage the aggressive/agitated person with a real empathic communication; how to normalize and de-escalate (the END method: Empathy, Normalization, De-escalation). It is a sequence, brief and specific, it is not based on generic reassurance or suggestion 'to be calm now' or similar: and every component of the END Method has its theoretical background, neural correlates, and practical procedures to act. The rationale is based on the ability to manage feelings, thoughts and manifested behaviors in order to prevent aggression and violence, but also to built up a therapeutic alliance in several settings, with the aim of reduce the forced hospitalizations. The skill of this professional communication is not an innate one; it can, however, be learned and systematically applied. Many clinicians practiced it and they found out very useful and innovative to learn communication techniques in hard situations. Indeed, talking to a scared or aggressive person is difficult, but this ability could be learnt. This textbook is constituted by two distinctive parts: the knowledge component, that regards theory and the primary non verbal and verbal communication skills; the practical component, that as to do with the ability to choose the right words in the right time with the right tone with the pivotal respect of listening to what the person is talking about without judgment. Our thinking as authors derived from our experience as psychiatrist but also from the experience of teaching these concepts to hundreds of colleagues. As editors we have retained the virtue of keeping these abilities simple.



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