

De-escalation and Crisis Management of Hearing-impaired People

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Difficult psycho-social situations, stress and communication issues may lead to severe uncertainties and crises in social interactions. In these contexts strong emotions like fear and anger may manifest themselves in different kinds of aggressive behavior. This creates an additional challenge when supporting individuals with restricted verbal communication skills - with or without other disabilities. How should crisis situations be dealt with? What helps defuse a situation and what causes an escalation? What kind of behavior is useful in these cases? How can a crisis be prevented?