



INCIDENT MANAGEMENT TEAM  
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## ABCs of Verbal Diffusion

### Key Issues:

1. Approach
2. Introduction
3. Rapport
4. Problem Solving
5. Take Action!

A Acquire Information

B Boil It Down

C Collaborate - Generate Alternatives / Solutions

### Be a “Problem – Solver”

1. Introduce yourself- Use their name
- 2. Make the First 30 Seconds count!**
3. Be a ‘Problems Solver”
4. Use “same word” feedback. – “Mirroring” / “Reflecting”
5. Validate their feelings, motives, what is happening. “Clarify”
6. Try to determine “outcome” individual is seeking.
7. Suggest possible alternatives / “solutions”.
8. Elicit “two sides” of the person. Reinforce “healthy” side.
9. Label emotions
10. Express desire “to help and solve.”
11. Ask open-ended questions
12. Help individual develop “a plan” to resolve situation.
13. **Summarize actions** that need to be taken
14. Ask for cooperation – Decide on appropriate action
- 15. Make the “last 30 Seconds” count!**

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