

DE-ESCALATION

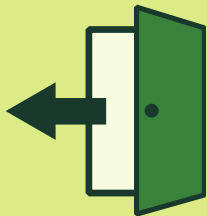
Responses, tips and reminders to help stabilize tense situations.

FIVE PURPOSEFUL ACTIONS



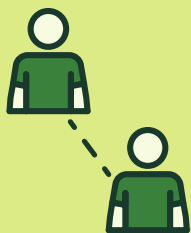
REMAIN CALM

Use body language and verbal communication techniques to help stabilize tense or stressful situations.



CHANGE THE SETTING

If possible, remove people from the area. This may involve parties to the conflict and onlookers.



RESPECT PERSONAL SPACE

Maintain a safe distance and avoid touching the other person.



LISTEN

Give your full attention, nod and ask questions, and avoid changing the subject or interrupting.



EMPATHIZE

Present genuine concern and a willingness to understand without judging.

DE-ESCALATION

Be aware of your non-verbal communications. Ensure your tone, facial expressions, body language and gestures relay calm and empathy.

RULES OF BODY LANGUAGE

GOOD BODY LANGUAGE



#1 Standing off to the side of the person and remaining relaxed but alert

#2 Keeping your hands down, open and visible at all times

#3 Using slow, deliberate movements

#4 Maintaining a neutral and attentive facial expression

BAD BODY LANGUAGE



#1 Standing rigidly directly in front of the person

#2 Pointing your finger

#3 Excessive gesturing or pacing

#4 Faking a smile

DE-ESCALATION

Remain respectful and courteous. Address the individual with civility and use phrases such as “please” and “thank you.”

VERBAL COMMUNICATION

TONE

+

VOLUME

+

RATE OF SPEECH

+

INFLECTION

**VERBAL
DE-ESCALATION**

TONE

Speak calmly to demonstrate empathy.

VOLUME

Monitor your volume and avoid raising your voice.

RATE OF SPEECH

Speak slowly — though not too slowly — because it’s soothing.

INFLECTION

Be aware of emphasizing words or syllables because that can negatively affect the situation.

INSTEAD OF SAYING:

“Calm down.”

“I can’t help you.”

“I know how you feel.”

“Come with me.”

TRY:

“I can see that you are upset...”

“I want to help. What can I do?”

“I understand that you feel...”

“May I speak with you?”