DE-ESCALATION: Responses to help stabilize tense situations.

**FIVE PURPOSEFUL ACTIONS**

1. **REMAIN CALM**
   Purposefully demonstrate calmness and composure.

2. **CHANGE THE SETTING**
   If possible, remove people from the area. This could involve parties to the conflict and onlookers.

3. **RESPECT PERSONAL SPACE**
   Maintain a safe distance and avoid touching the other person.

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

5. **EMPATHIZE**
   Present genuine concern and a willingness to understand without judging.
DE-ESCALATION: Responses to help stabilize tense situations.

FIVE PURPOSEFUL ACTIONS:

1. **REMAIN CALM**
   Purposefully demonstrate calmness and composure.

2. **CHANGE THE SETTING**
   If possible, remove people from the area. This could involve parties to the conflict and onlookers.

3. **RESPECT PERSONAL SPACE**
   Maintain a safe distance and avoid touching the other person.

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

5. **EMPATHIZE**
   Present genuine concern and a willingness to understand without judging.
DE-ESCALATION: Responses to help stabilize tense situations.

RULES OF BODY LANGUAGE

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

GOOD BODY LANGUAGE

#1 Keep a relaxed and alert stance off to the side of the person.
#2 Keep your hands down, open, and visible at all times.
#3 Use slow, deliberate movements.
#4 Maintain 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: Responses to help stabilize tense situations.

RULES OF BODY LANGUAGE

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

GOOD BODY LANGUAGE

#1 Keep a relaxed and alert stance off to the side of the person

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

#3 Use slow, deliberate movements.

#4 Maintain 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: Responses to help stabilize tense situations.

VERBAL COMMUNICATION:

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

**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 is soothing.

**INFLECTION**
Be aware of emphasizing words or syllables as that can negatively affect the situation.

**TONE + VOLUME + RATE OF SPEECH + INFLECTION = VERBAL DE-ESCALATION**

**INSTEAD OF:**
“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?”
DE-ESCALATION: Verbal Communication

Responses to help stabilize tense situations.

**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 is soothing.

**INFLECTION**
Be aware of emphasizing words or syllables as that can negatively affect the situation.

**VERBAL DE-ESCALATION**

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

**INSTEAD OF:**
- “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?”

**TONE**

+ **VOLUME**
+ **RATE OF SPEECH**
+ **INFLECTION**

= **VERBAL DE-ESCALATION**

**INSTEAD OF:**
- “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?”