

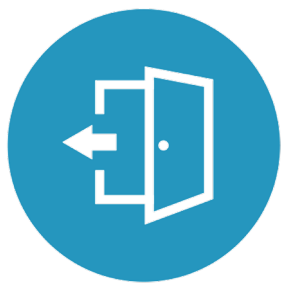
DE-ESCALATION: Responses to help stabilize tense situations.

FIVE PURPOSEFUL -ACTIONS-



REMAIN CALM

Purposefully demonstrate calmness and composure.



CHANGE THE SETTING

If possible, remove people from the area. This could 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.

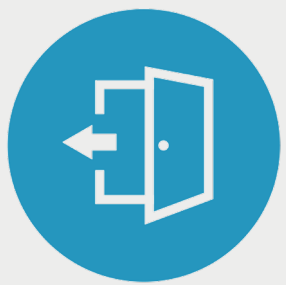
DE-ESCALATION: Responses to help stabilize tense situations.

FIVE PURPOSEFUL -ACTIONS-



REMAIN CALM

Purposefully demonstrate calmness and composure.



CHANGE THE SETTING

If possible, remove people from the area. This could 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: 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.

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

TONE

Speak calmly to demonstrate empathy.

VOLUME

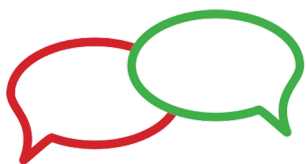
Monitor your volume and avoid raising your voice.

RATE OF SPEECH

Speak slowly - though not too slowly - because it is soothing.

INFLECTION

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



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

TONE

Speak calmly to demonstrate empathy.

VOLUME

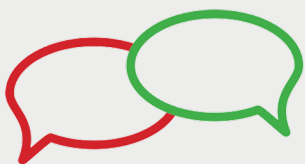
Monitor your volume and avoid raising your voice.

RATE OF SPEECH

Speak slowly - though not too slowly - because it is soothing.

INFLECTION

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



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?”