

DE-ESCALATION STRATEGIES

1. BE CALM

Successful de-escalation relies on your appearing **calm**, speaking in a gentle voice, and using **non-threatening body language**. Appear confident in the interaction.



2. LISTEN & VALIDATE

Actively listen during the interaction. Try to understand the context of the interaction and perspective of the other person while **validating their feelings**.



3. BUILD TRUST

Build **trust** by offering small gestures of **compassion** like checking in on their feelings and removing triggers or stressors in the environment.



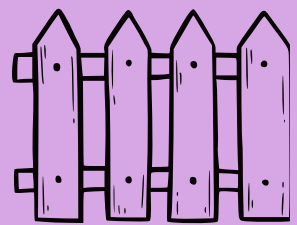
4. RECOGNIZE TRIGGERS

When possible, try to **understand previous negative experiences** and utilize this knowledge to reduce the need for aggressive behaviour by **trigger elimination**.



5. DEFINE BOUNDARIES

Support the individual in understanding what acceptable **boundaries** exist in the situation and **offer strategies** for meeting these boundaries.



6. OFFER SPACE

If possible, offer space or the opportunity to **disengage** and check in later. Offering someone a way out can often **prevent escalation**.



7. BE CREATIVE

Be **flexible** and **adaptable** with the strategies you suggest to support the individual. This may include creative problem solving in adapting your strategy to ask for help with de-escalation.



8. PROMOTE AUTONOMY

Ensure that your solutions promote **autonomy** within the boundaries that have been labelled. This **empowers** the individual to take steps to de-escalate.

