

Take these 10 Steps to De-escalate Many Situations



- 1 DON'T TAKE IT PERSONALLY**
- 2 YOU DECIDE WHETHER TO BE ANGRY OR NOT**
- 3 USE ACTIVE LISTENING**
- 4 SLOW DOWN**
- 5 BE EMPATHETIC**
- 6 BE AWARE OF EMOTIONAL TRIGGERS**
 - A Change in Body Language
 - A Change in Tone
 - A Change in Eye Contact
 - Pacing and Fidgeting
 - Fist Clenched
 - A Clenched Jaw
- 7 DON'T PASS JUDGMENT**
- 8 ALWAYS BE COURTEOUS**
- 9 WORK WITH THE OTHER PARTY TO SAY YES**
- 10 POSITIVE SELF TALK**

If a party is in conflict you:

- ▶ Must be in control of yourself.
- ▶ Need to ensure your physical stance contributes to the de-escalation.
- ▶ Need to use the process presented here for a de-escalation discussion.
- ▶ Need to consider using the tips offered here to further enhance de-escalation.¹

¹ Taken from *Peaceful Resolutions* by Michael A. Gregory, published by Birch Grove Publishing © all rights reserved.

