

Verbal De-escalation Skills: Lowering the temperature of boiling encounters

Safety first! Never compromise your safety.

You have a choice:



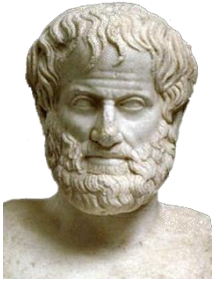
OR



You have your own rule book of acceptable behaviors and core values. What are the main values that guide your interactions with others?



What energy are you putting into the conversation?



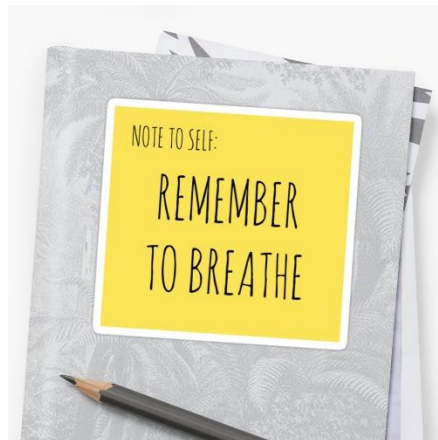
Audiences are made, not found. Aristotle

Words: Positive, Helpful, Supportive

- *Calm Down* vs How can I help you?
- *It's not that bad* vs I can see why you.... Or I can understand
- *Can't* vs what they can do

Tone/Voice: Pitch, Volume, Rate

Non-Verbal Communication: Clusters, Congruence, Context



De-escalation Basic Strategy

- Listen:** Active listening for emotions and facts
Stop when they circle back
Show you are listening
- Acknowledge:** Respond showing your understanding of how they say they feel.
Find something in what they say to build agreement.
Give legitimacy for the emotion... not the behavior.
- Apologize:** Sincerely apologize for anything that causes someone to be reasonably upset.
- Options:** Try and find something in which you or they can take action.
If nothing, tell them you appreciate them talking with you.
Explain positive options available.
- Close:** Summarize what you discussed factually.
Recap any action items.
Take control of the close by ending the conversation.

