

**IMPACT**

confidence › safety › empowerment

## Principles of De-escalation

1. **De-escalate yourself first** (breathe, manage your adrenaline)
2. **Strategic positioning and body language** - use distance and obstacles to enhance physical safety and to avoid appearing threatening or disrespectful. Be aware of the exit and give yourself a clear path to it.
3. **Show empathy** – Treat the person with respect and take their anger and frustration seriously. Listen to what they have to say. They may become calmer if they feel like they’re being heard.
4. **Offer a Solution** – Is there something that could help them?
5. **If possible, agree to a next step**- If the solution you offered is something that can work, make a clear plan. As long as the person is not blocking an exit or behaving in a way that is threatening, work toward a solution.
6. **If they are still escalated, set a clear boundary**- in a calm, assertive tone, tell them that yelling or threatening is not OK. Based on the situation, you may leave, or you may direct them to leave.
7. **If a next step isn’t possible, end the conversation and leave safely if you can** – If the person is not willing or able to work toward a solution, or they continue threatening behavior, end the interaction. This might mean telling them to leave, leaving, or getting security if that is available.