

# Take these 10 Steps to De-escalate Many Situations



- 1 DON'T TAKE IT PERSONALLY**

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- 2 YOU DECIDE WHETHER TO BE ANGRY OR NOT**

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- 3 USE ACTIVE LISTENING**

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- 4 SLOW DOWN**

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- 5 BE EMPATHETIC**

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- 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

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- 7 DON'T PASS JUDGMENT**

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- 8 ALWAYS BE COURTEOUS**

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- 9 WORK WITH THE OTHER PARTY TO SAY YES**

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- 10 POSITIVE SELF TALK**

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## 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.<sup>1</sup>

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

