

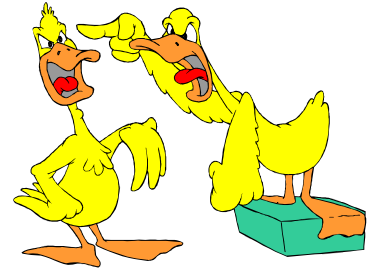
DE-ESCALATION!

EVER FELT THREATENED....DE-ESCALATE THE SITUATION BEFORE A POTENTIALLY DANGEROUS, OR THREATENING SITUATION CAUSES HARM TO YOU, OR OTHERS!

Verbal De-escalation tactics and non-physical skills can prevent potentially dangerous situation from escalating into a physical confrontation or injury.

WHEN TO USE DE-ESCALATION TACTICS:

- With students who are out of control,
- With visitors who are out of control,
- With an injured person,
- At an extracurricular event such as athletic contest, school dance, etc.,
- With a violent intruder,
- Whenever you feel threatened!



De-escalation tactics:



- Remove onlookers – or relocate to a safer place (Onlookers can become either “cheerleaders” or additional “victims”),
- Simply listen: open as many clear lines of communication as possible,
- Re-focus the other person on something positive,
- Change the subject,
- Use humor (sparingly) to lighten the mood (be very careful with this!),
- Motivate the other person (especially useful with students),
- Empathize with the other person,
- Give choices,
- Set limits!

Things to avoid:

ELIMINATE COMMUNICATION BARRIERS SUCH AS:

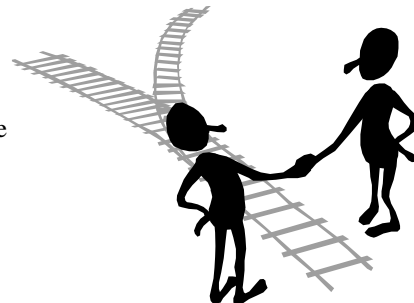
- Pre-judging
- Not Listening
- Criticizing
- Arguing / Yelling

YOUR BODY LANGUAGE MAY INDICATE AGGRESSION:

- Finger pointing
- A fake smile can aggravate the situation.
- Fast random hand movement
- Avoid a challenging posture

REMEMBER!

- Remain calm
- Avoid overreaction
- Watch for non-verbal clues or threats
- Bring in another trained person to assist whenever possible
- Protect yourself at all times
- Call for assistance!



Physical force should be used only as a last resort!