

# 5 Useful Techniques for DE-ESCALATION

## 1

### Display Empathy

1. Listen to understand
2. Ask for elaboration
3. Paraphrase
4. Verbalize
5. Validate



## 2

### TRUST

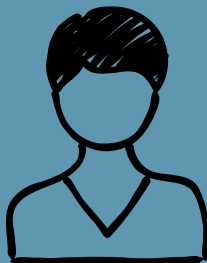
- Transparency
- Respect
- Understanding
- Support
- Timeliness



## 3

### CALM

- Control
- Acknowledge
- Listen
- Move



## 4

### Avoid Panic

1. Superman Pose
2. 4-4-4-4 Breathing
3. Positive Self-Talk

## 5

### Competence, Confidence, Credibility

- Professionalism
- 5 Second Triple 3 Checklist
- High Pressure Regroup

