

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

