

De-Escalation Tips

FOR THREATENING SITUATIONS

If behaviour involves violence or physical threat call 000

Do

- ✓ Stay calm, take a slow breath, relax your shoulders and keep your voice low, slow and steady
- ✓ Give the person space
- ✓ Let the person speak, do not interrupt, and listen while the person vents
- ✓ Acknowledge the person's feelings and frustrations, reframe, then explore options with them
- ✓ Respectfully communicate clear choices on next actions
- ✓ Offer or politely guide the person outside or to a quiet place

Don't

- ✗ Bargain or challenge the threatening person
- ✗ Match threats, make promises, or give orders
- ✗ Downplay the seriousness of the situation or the person's feelings or frustrations
- ✗ Display aggressive behaviours such as moving rapidly, getting too close or speaking loudly

Prevent

- ➔ Keep a record of persons with known behaviours of concern
- ➔ Try to avoid known triggers for a person where possible
- ➔ Direct conversation to preferred topics where possible
- ➔ Acknowledge and sympathise with any frustrations
- ➔ Remember a person may act upset when they feel scared, confused or in pain

