Take these 10 Steps to De-escalate Many Situations

1. DON’T TAKE IT PERSONALLY
2. YOU DECIDE WHETHER TO BE ANGRY OR NOT
3. USE ACTIVE LISTENING
4. SLOW DOWN
5. BE EMPATHETIC
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
7. DON’T PASS JUDGMENT
8. ALWAYS BE COURTEOUS
9. WORK WITH THE OTHER PARTY TO SAY YES
10. POSITIVE SELF TALK

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.

1 Taken from Peaceful Resolutions by Michael A. Gregory, published by Birch Grove Publishing © all rights reserved.