

De-escalation Communication Techniques

De-escalation is a technique to help you to communicate with someone who is distressed or angry.

De-escalation should be used in line with behavioural guidelines that might already be in place for the person.

If the situation is unmanageable then take a step back or see if another member of staff can help and return when the person is calmer. Remember to keep yourself safe.

1 Listen to what the person is saying and try to help if you can



2 Consider if the person has additional needs that might not be visible

not every
disability
is visible



3 Model calm behaviour through your voice and body language and remain calm



4 Acknowledge the emotion the person is feeling, e.g. *"I can see that this is making you angry / upset"*



5 Try to find things you can agree with them about, e.g. *"I agree that it is difficult / stressful / confusing"*



6 Try to avoid disagreement, even if you believe you are right



7 Engage the person in conversation



8 Gradually shift the topic away from the problem or use distraction



Afterwards, try to make time to talk with staff members to help you reflect on what happened and why. This is important because it can help your wellbeing and it could help us to see what went well or how we could manage similar situations differently in the future.

Please ask about getting further support from the Psychology Team if required.