



10 DE-ESCALATION TIPS

- Take a deep breath and calm yourself
- Take your time
- Keep your feelings in check
- Look as non-threatening as possible
 - Hands in plain view
 - Body positioned to the side of student
- Use student's name and good manners
 - Please, Thank you, Mr./Mrs. _____
 - "How can I help you?"
- Listen closely, with empathy to the student's concern
 - Maintain eye contact
 - Attend to what student is saying
- Reflect what you hear the student saying
 - "What I hear you saying is..."
 - "Let me know if I got this right..."
 - "I see how that can be frustrating."
- Keep instructions or explanations short and simple
 - "Please have a seat."
 - "Can you show me the papers you brought."
- Offer choices so that student feels some sense of control
 - "Would you like a glass of water"
 - "Would you prefer to sit/walk/stand?"
- Recruit someone to help you
 - Insert Front Desk number

 - Insert Public Safety number at your location

Trust your intuition/gut. If the situation is unsafe or becomes unsafe, leave and call public safety.