

NAVIGATING CONFLICT

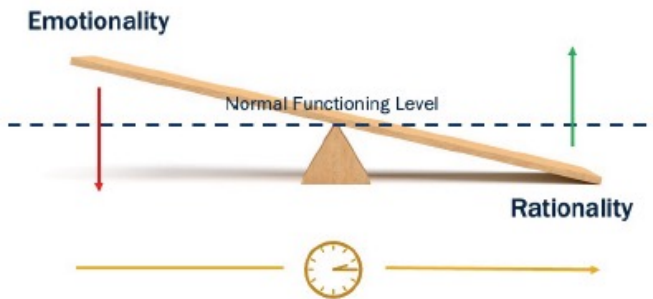
The Power of De-escalation



The goal of de-escalation is to defuse or reduce tension, hostility, or conflict in a situation.

REMEMBER THAT TIME IS YOUR FRIEND

We want them to vent and release tension they are holding. Venting is good!



THE BEHAVIORAL CHANGE STAIRWAY

Successful de-escalation uses each step in the Stairway of Behavioral Change.



WATCH FOR SIGNS OF ESCALATION!



CONSTANTLY OBSERVE BEHAVIOR

- Remember: Observe, Orient, Decide, Act.
- A person that moves from frustrated to hostile is escalating. Believe the behavior!
- A person venting may appear angry.
- If venting is not helping, consider your exit strategy.
- Call for help!



IF YOU SEE SIGNS OF DANGER

- Make space – move away from them.
- Hands up and ready to protect yourself.
- Use barriers – put something between you and them.
- Call for help!

Remember, not everything can be de-escalated.

YOUR SAFETY COMES FIRST!