

T I P S F O R

CONFLICT DE-ESCALATION

FOCUS

- Focus on the specific issue(s) rather than the fallout
- Avoid responding to aggressive or challenging comments

EMPATHY

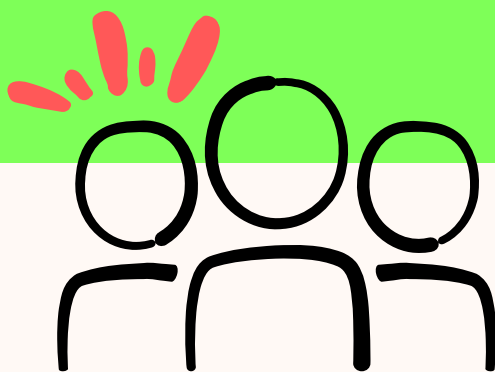
- Imagine yourself being in the other person's position, and reflect this in your communication
- Show understanding and compassion

NEUTRALITY

- Remain neutral in verbal and physical reactions, including in language, tone, and gestures
- Avoid overreacting or reflecting negative emotions

SPACE

- Move to a private area if possible
- Always respect the personal space of others



Remember

- If there is an immediate risk of harm, follow your organisation's procedures, including calling the police or security.
- If you don't feel equipped to handle a situation, ask a colleague to help.
- Sometimes another person may be better suited to handle a particular situation.

Adapted from the Crisis Prevention Institute's Top 10 De-escalation Tips:
<https://institute.crisisprevention.com/Refresh-De-Escalation-Tips.html>