

DE-ESCALATION TECHNIQUES USING EMPATHY

ACTIVE LISTENING

PAY FULL ATTENTION TO THE SPEAKER WITHOUT INTERRUPTING OR PLANNING YOUR RESPONSE.

NON-VERBAL COMMUNICATION

USE OPEN, NON-THREATENING BODY LANGUAGE TO SIGNAL EMPATHY & CALMNESS.

OFFER CHOICES

GIVE THE OTHER PERSON SOME CONTROL OVER THE CONVERSATION BY OFFERING CHOICES ABOUT HOW TO PROCEED.

VALIDATE EMOTIONS

ACKNOWLEDGE WHAT THE PERSON IS FEELING WITHOUT MINIMIZING OR DISMISSING IT.

SLOW THE CONVERSATION DOWN

ALLOW THE PERSON TO PROCESS THEIR EMOTIONS & THINK MORE CLEARLY BEFORE RESPONDING.