REFERENCE G - DE-ESCALATION CHECKLIST

- ☑ Remain calm. Listen and do not overreact. Try to respond in a way that does not escalate the situation, but helps the person think about the potential consequences of their behaviour and actions.
- ☑ Validate feelings. Validating is not the same as agreeing. You might say "I understand that you're angry, but is there another way we can work this out?"
- ☑ Be respectful. Use respectful and culturally appropriate language and gestures. Being disrespectful will only escalate the situation.
- ☑ Be alert to non-verbal signals. They may indicate intention better than words.
- ☑ Understand escalating cultural signals like refusing to speak, change in pause times, change in how a person refers to another member of the discussion.
- ☑ Control your voice. The tone of your voice can impact the situation. For example, lowering your voice may signal aggression, while raising your voice may give a false sense of excitement or uneasiness. Try speaking in a slow, calm, soothing but firm manner. This will help you achieve a more controlled voice quality that indicates confidence.
- ☑ Use de-escalation techniques to manage participants' stress and find compromise.
- ☑ Your posture is how you position your body and it can signal your emotions and intentions. An open but confident posture is one that may be perceived as assertive, but not overly aggressive.

DOs

- ☑ Use an open posture.
- ☑ Stand straight.
- ☑ Stand face-to-face with the person.
- ☑ Maintain appropriate personal distance.
- ☑ Arms down to the side of your body.

DO NOT

- ☒ DO NOT Crouch (Unless culturally appropriate).
- ☒ DO NOT Stand too close to the person.
- ☒ DO NOT Point a finger at the person.

- ☒ DO NOT Touch the person.
- ☒ DO NOT Place your hands on your hips.
- ☒ DO NOT Cross your arms.