

Basic De-escalation Techniques in Managing Negative Behavior

To de-escalate a situation, it is wise to do the following:

- Stand at an angle to the disturbed person, which is less threatening than directly facing him or her.
- Do not invade personal space; stay at least four feet from the individual.
- Do not maintain a rigid stance or cause the individual to feel cornered.
- Do not touch the individual, unless it is necessary to manage extreme behavior
- Break eye contact with the individual to reduce the suggestion of aggression or control
- Ask the individual, “Why are you so angry?”
- Show that you are listening to the individual and respect his or her feelings.
- Indicate that you want to help resolve the situation and do not make any promises you cannot keep.
- Display sincerity, do not make threats, and do not set limits that you cannot enforce.
- Clarify communication and ask for specific responses.
- Ignore challenges and comment only on the person’s behavior.
- Move and speak slowly, quietly, and confidently.