



Use the 3-Step Process to De-escalate Crises

Safety is #1 for you and others

Listen: approach the person from the front so they can see you. **Use active listening** - repeat back what the person has said to let them know you have their full attention and respect.

Understand: don't argue or be defensive. **Let the person vent.** Don't take insults or foul language personally. **Choose your words carefully.**

Act: guide the person to a safer place. **Do not put hands on anyone.** Ask others to leave the area. **Ask for help.**

Never say...

Calm down!

What's your problem?

Those are the rules!

I'm not going to tell you again!

Why can't you be reasonable?

You'll just make matters worse!