

Validation

Reflect the Content

Re-state or paraphrase what they've said, in their own words.

Acknowledge & Reflect the Emotion

That sounds frustrating. It sounds like you're feeling worried. So you felt confused? How did you feel about that?

Communicate Acceptance

I can see why you'd feel that way. A lot of people feel that way. It can be upsetting when that happens.

Follow-Up with Curious Questions

Did I get that right? Can you help me understand more?

Top 10 De-Escalation Tips

Be Empathic & Non-Judgemental: Validate experiences

Respect Personal Space: Stand 1.5 – 3 feet away

Nonthreatening Nonverbals: Keep tone & posture neutral

Keep Your Cool: Remain calm, rational, and professional.

Focus on Feelings: “That must be scary” “You feel angry”

Ignore Challenging Questions: Redirect attention

Set Limits: Be clear, speak simply, offer positive choices

Choose Wisely: Be flexible with rules when possible

Allow Silence: Use P. A. U. S. E. to give a chance to reflect

Allow Time & Space: No look, no talk, no touch