



DE-ESCALATION STRATEGIES



De-escalation strategies are used to help calm down a situation that has the potential to be volatile.

DE-ESCALATION STRATEGIES

What are they? When do we use them? Why do we use them?

De-escalation strategies are techniques that are used to help keep a situation from becoming a crisis. We use these strategies as soon as we notice that someone may be feeling upset, frustrated, anxious, or angry in order to help people around us maintain their composure even when they are having a difficult time or experiencing difficult feelings.

Strategies

These are some strategies that can be used for de-escalation:

- **Non-verbal cues or signals (gesture, eye contact, etc.)**
- **Verbal reminder or prompt.**
- **Redirect behavior and reinforce expectations.**
- **Distract with a question or a task to complete.**
- **Give a short break to refocus.**
- **Be in proximity of the student.**
- **Remind student to use previously taught coping skills (deep breathing, journaling, etc.)**
- **Reduce demands for the time being.**
- **Change the activity to fit the student (make it independent, allow non-verbal responses, make it a movement activity).**
- **Maintain your calm voice and demeanor (even if you feel escalated on the inside!)**
- **Display empathy.**
- **Validate feelings and see their perspective-even if you do not agree with it.**
- **Actively listen to hear why the person is escalated.**
- **Give space, then interact with the person.**
- **Allow student to vent for a set period of time.**
- **Ask what the student needs or if you can help?**

This list does not include all of the possible strategies.

All of these strategies will NOT work with every person.

It is best to create a plan with a person PRIOR to being escalated in order to determine what does and does not work for them.