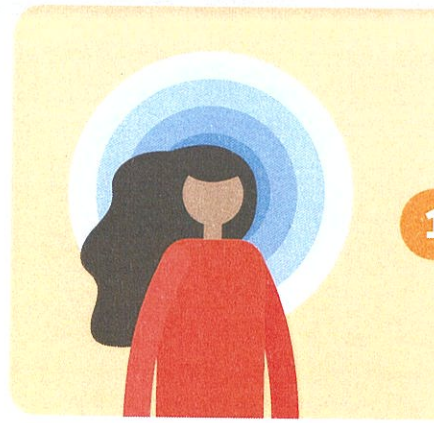


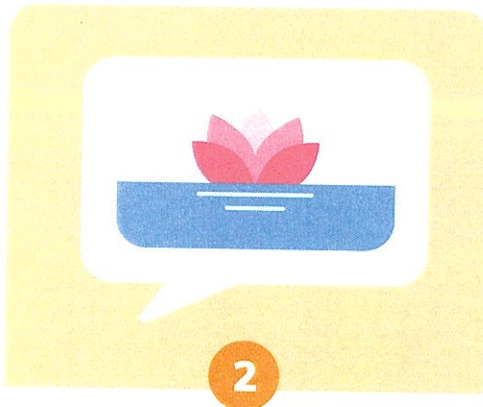
# 7 TIPS

## For Defusing Potentially Violent Situations



### Practice situational awareness.

**1** Calmly think of an exit plan and observe the other person's behaviour.



**2**

### Speak calmly and slowly.

Watch your tone and volume and avoid argumentative statements.



**3**

### Acknowledge the problem.

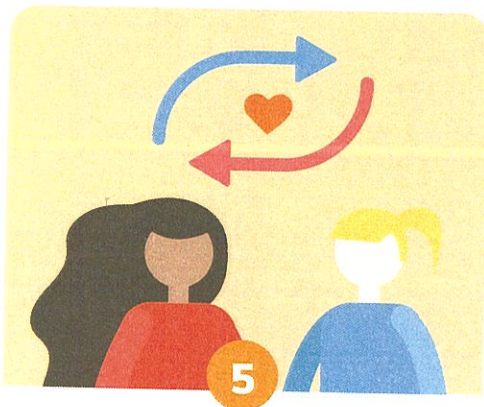
Name their issue, acknowledge their emotions, and ask questions to gain understanding.



**4**

### Listen.

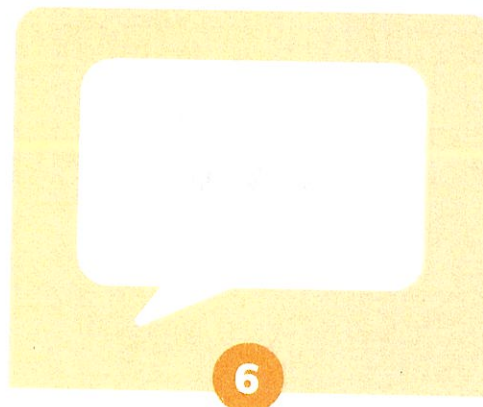
Use verbal cues and body language to show them you are listening.



**5**

### Show empathy.

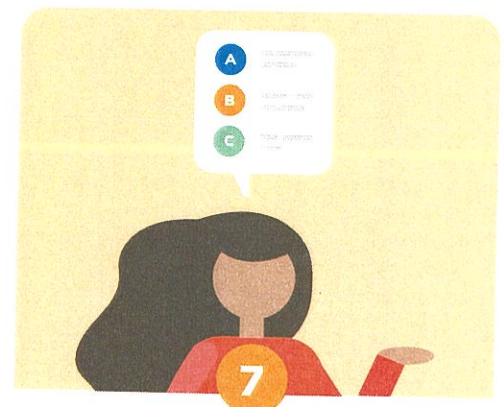
Ask nonjudgemental questions and validate their emotions. Express your goal and try to understand theirs.



**6**

### Use silence to slow down.

Create pauses to help yourself and the other person regain composure.



**7**

### Provide options.

Refocus the conversation on the issue and offer them choices for how to proceed.