

S.L.O.

DE-ESCALATION

Reduce
Threat



Find the
Win-Win

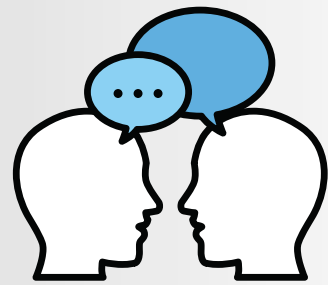
1. SAFETY

1. Engage in a safe location
 - Maintain safe distance
 - Keep escalated person in view
 - Know your exit strategy
 - Stay ready to act physically
 - Observe facial and body language
 - Be assertive about safety
 - Do not continue beyond what feels safe



2. LISTEN

- Let people express their positions and feelings
- Get curious not furious
- Be patient & reserve judgement
- Listen for clues to their win
- Ask if you are understanding what they are saying correctly
- Try asking, "How can I be most helpful?"



3. OPTIONS

- Look for ways to say yes
- Find the win-win
- Offer institutional supports
- Explain the reason behind your requests
- Try rescheduling if at an impasse
- Offer fresh air, water, a walk, etc...
- Make a Tactical concession (Let it go for safety)
- Security options (Duress buttons, 911, trespass)
- Physical options (Distance, protection, resistance)

