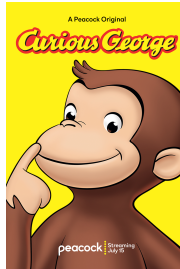


# How to Stop an Argument

## De-Escalation Tactics - The Pause Trifecta



### Example 1

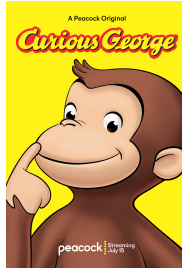
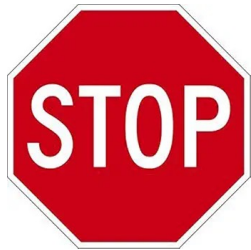
1. STOP, be curious, & head tilt (pattern interrupt)
2. “Would it be bad if we paused for a moment?” (No-orientated)
3. Emotional label. “It looks like you’re scared that you’re going to get in trouble.”
4. Do you like where this is going? (No-orientated - may have to repeat)
5. “I feel the same.”
6. “What ideas do you have about how **we** can figure this out?” (OR keep it from going there?)

If emotions are already too high, can start straight from “do you like where this is going?” I feel the same way. What ideas do you have on how we can keep it from going there?

BEING CURIOUS ABOUT WHAT EMOTIONS THEY ARE HAVING  
ALLOWS YOU TO DETERMINE THE LIKELY EMOTION AND KEEP  
YOUR BRAIN IN EXECUTIVE STATE INSTEAD OF SURVIVAL STATE.

PEOPLE CANNOT BE CURIOUS AND ANGRY AT THE SAME TIME.  
BE SINCERE & MAKE THIS PERSON YOUR PERSON.

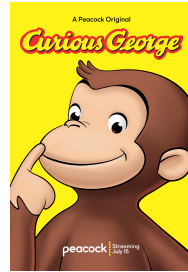
### Example 2 - The Pause Trifecta



1. STOP, be curious, & head tilt (pattern interrupt)
2. “Do you mind if we pause for a moment?” (No-orientated)
3. Emotional label. “It seems like you’re frustrated about .....”
4. “Do you like where this is going?” (No-orientated - may have to repeat)
5. “I feel the same”
6. “How can **we** work together to figure this out?” (OR make this better).

If emotions are already too high, can start straight from  
“do you like where this is going?” I feel the same way.  
What ideas do you have about how we can keep it from  
going there?

## Example 3 - The Pause Trifecta



1. STOP, be curious, & head tilt (pattern interrupt)
2. “Would it be bad if we paused for a moment?” (No-orientated)
3. Emotional label. “It probably feels like no one could understand how overwhelmed you are.”
4. “Do you like where this is going?” (No-orientated - may have to repeat)
5. “I don’t either.”
6. “What ideas do you have so **we** can keep this from turning to an argument?”

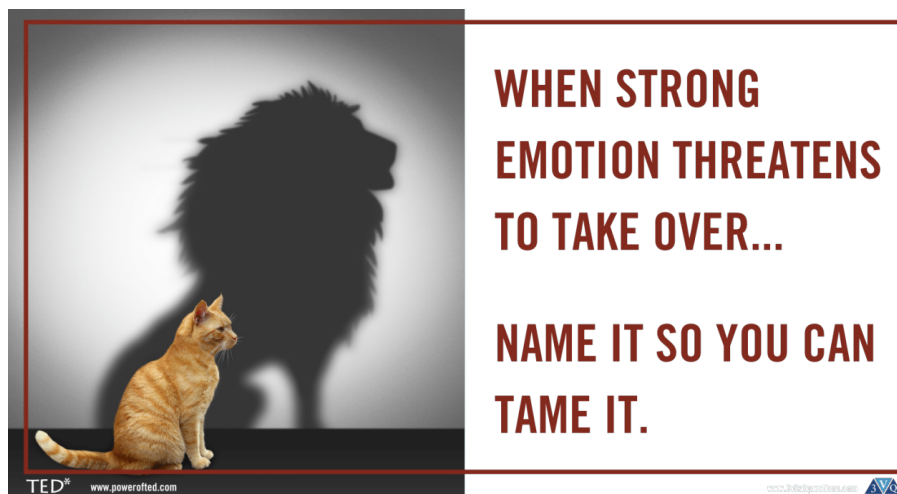
If emotions are already too high, can start straight from “do you like where this is going?” I feel the same way. Do you have ideas on how we can keep it from going there?

# De-Escalation Tactics

## *Emotional Labeling*

**“Name it to Tame It”** - Sincerely say what you’re seeing  
Labeling Values + Emotions + Fears = Understanding

- Direct Labeling (if you’re sure)
- Qualified Labeling
  - It looks like you're \_\_\_\_\_ (65%)
  - It sounds like you're \_\_\_\_\_ (15%)
  - It feels like you're \_\_\_\_\_ (5%)
  - **It seems like you're** \_\_\_\_\_ (100%)
- Scared you'll get into trouble. Worried. Annoyed. Frustrated. Humiliated. Feel unloved. Feel abandoned. Lonely. etc.



Material credit to



**"Name It To Tame It"**  
**Dr Dan Siegel**



"When you experience significant internal tension and anxiety, you can reduce stress by up to 50% by simply noticing and naming your state. If we can see the emotion, we do not have to be the emotion".



Material Presented by