

CRISIS SITUATIONS: DE-ESCALATING A SITUATION

- Speak **slowly** and **confidently** with a gentle, caring tone of voice.
- **Do not argue** or challenge the person.
- Do not threaten.
- **Do not raise** your voice or talk too fast.
- Use **positive words** instead of negative words.
- Stay **calm** and avoid nervous behavior.
- **Do not restrict** the person's movement.
- Try to **be aware** of what may increase the person's fear and aggression.
- **Pause**, if needed, during the conversation.

REMEMBER

If your safety or the safety of the person or others is at risk, get help immediately.