

5-STEPS TO DE-ESCALATE CONFLICT IN A SAFE WAY

V



Validate feelings and show you care.

Clients seek assurance that their experiences and feelings are recognized. They want to feel heard and understood, even when there are differences in perspective. It's essential to convey that their thoughts are valid.

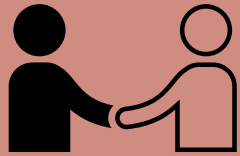
A



Assess the situation.

Clients benefit from an environment that prioritizes their safety and well-being. It's crucial to evaluate the space for potential safety issues or threats, ensuring that they feel secure and supported.

M



Mediate if other parties are involved.

Clients value the opportunity for resolution of conflicts. It's important to facilitate discussions that allow for differing perspectives to be heard and respected. This process encourages understanding and cooperation.

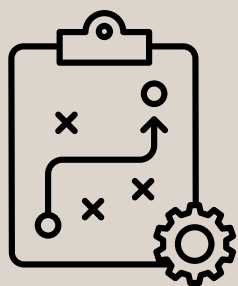
P



Protect vulnerable parties.

Clients need assurance that their well-being is a priority in every interaction. It's essential to recognize and safeguard those who may be at risk or experiencing hardship.

O



Organize the next steps.

Clients appreciate having a clear path forward in their journey. It's important to collaboratively identify actionable steps that address their needs and goals.

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