



L.O.V.E. De-Escalation

A Gibborim Security Training Framework

DE-ESCALATE WITH COMPASSION. LEAD WITH FAITH.

The L.O.V.E. Framework is a faith-centered approach to de-escalation, rooted in Christian values of compassion, respect, and peace. Use these steps to handle tense situations calmly and safely in a church setting.

L
LISTEN



CREATE A SAFE SPACE FOR THE INDIVIDUAL TO EXPRESS THEMSELVES.

- Practice active listening without interrupting.
- Show empathy and patience through nodding or verbal cues (e.g., "I hear you").
- Avoid jumping to solutions immediately.



JAMES 1:19

"Be quick to listen, slow to speak, and slow to become angry."



EXAMPLE: If someone is upset about a service disruption, say, "I'm here to listen. Please tell me what happened."

O
OBSERVE



ASSESS THE SITUATION TO RESPOND APPROPRIATELY.

- Watch for body language (e.g., clenched fists, pacing).
- Note tone of voice and emotional cues (e.g., anger, fear).
- Consider environmental factors (e.g., crowded space, noise).



PROVERBS 15:1

"A gentle answer turns away wrath, but a harsh word stirs up anger."



EXAMPLE: Notice a raised voice and tense posture, then adjust your approach to stay calm and non-threatening.

V
VALIDATE



ACKNOWLEDGE THE PERSON'S FEELINGS TO BUILD TRUST, WITHOUT ENDORSING INAPPROPRIATE BEHAVIOR.

- Use phrases like "I can see you're upset" or "I understand this is frustrating."
- Reflect their emotions to show understanding (e.g., "It sounds like you're really hurt").
- Avoid arguing or dismissing their perspective.



MATTHEW 5:9

"Blessed are the peacemakers, for they will be called children of God."



EXAMPLE: To a grieving member crying loudly, say, "I can see how much pain you're in, and I'm here to help."

E
ENGAGE



RESPOND CALMLY AND GUIDE THE SITUATION TOWARD RESOLUTION OR SAFETY.

- Ask open-ended questions (e.g., "What can we do to help?").
- Offer solutions or redirection (e.g., "Let's step outside to talk").
- Set boundaries politely (e.g., "Let's keep our voices calm").
- Involve a team or professionals if needed (e.g., security, police).



ROMANS 12:18

"If it is possible, as far as it depends on you, live at peace with everyone."



EXAMPLE: To a disruptive attendee, say, "I'd like to help. Can we move to a quieter space to discuss this?"

ADDITIONAL TIPS



NONVERBAL COMMUNICATION:

- Maintain open body language (uncrossed arms, neutral face).
- Keep a safe distance (2-3 feet) to avoid appearing threatening.
- Use a calm, steady tone of voice.



COMMON MISTAKES TO AVOID:

- Don't argue, interrupt, or take comments personally.
- Don't escalate by matching their energy.



SELF-CARE REMINDER:

After a tense situation, take time for prayer or reflection and seek support if needed (e.g., counseling).

QUICK REFERENCE TABLE

STEP	KEY ACTION		EXAMPLE PHRASE	SCRIPTURE REFERENCE
L	Listen	Hear without interrupting	"I'm here to listen. What's on your mind?"	James 1:19
O	Observe	Watch body language/tone	(Note clenched fists, adjust approach)	Proverbs 15:1
V	Validate	Acknowledge feelings	"I can see you're upset, and I care."	Matthew 5:9
E	Engage	Offer solutions, set boundaries	"Let's step aside to talk calmly."	Romans 12:18



Gibborim Security
Empowering Safety; Anchored in Faith



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