



L.O.V.E. De-Escalation

A Gibborim Security Training Framework

RESPOND TO TENSION WITHOUT ADDING TO IT

Extend grace without compromising boundaries.



CONTROL YOUR OWN RESPONSE FIRST

Slow down. Keep your voice and body language calm. Maintain appropriate awareness, positioning, and distance.



LISTEN ACTIVELY

What am I trying to understand?



Hear the concern behind the words. Allow the person to speak. Ask brief questions to clarify.

Listen to understand—not to argue back.



OBSERVE & ASSESS

What am I seeing, and what is changing?



Notice behavior, emotional intensity, movement, distance, and surroundings. Is communication still productive?

Assess behavior. Avoid labeling the person.



VALIDATE EMOTIONS

What can I honestly acknowledge?



Acknowledge emotion or a legitimate concern without affirming false information or excusing inappropriate behavior.

VALIDATION IS NOT AGREEMENT.



ENGAGE WITH SOLUTIONS

What reasonable path forward can I offer?



Offer realistic choices or next steps. Explain what can and cannot happen. Involve the appropriate person when needed.

Do not promise what you cannot deliver.



RESPECT THE PERSON. MAINTAIN THE BOUNDARY.

L.O.V.E. is a flexible framework—not a script or rigid sequence.

KEEP REASSESSING: DOES MY RESPONSE STILL FIT?



RESOLVING

Continue appropriately. Do not prolong a resolved interaction.



NOT RESOLVING

Adjust. Get assistance. Transfer or disengage as appropriate.



IMMEDIATE DANGER

Create safety. Get appropriate assistance. Transition to emergency response.



DO NOT STAY IN DANGER TO KEEP TALKING.

When immediate danger exists, de-escalation is no longer the primary response. Follow your organization's emergency procedures.

Engage only within your role, training, and authority. Get help when needed.



GIBBORIM SECURITY

Empowering Safety; Anchored in Faith

Companion to GS-QR-002 • L.O.V.E. De-Escalation • Rev. 1.0

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