

MODULE 5: HOW TO DE-ESCALATE ANGER —

IMPORTANT !



CALL THE POLICE IF YOU FEEL SCARED OR UNSAFE

THEN, CALL HR OR OUR CEO, KC CAMPION
(WITH YOUR MANAGER IF APPLICABLE)

DE-ESCALATION IS A BEHAVIOR

We define de-escalation to mean using verbal and non-verbal communication techniques to reduce hostility in a situation of conflict, disagreement and/or anger





**MOVE TO A MORE
PRIVATE AREA**



**LISTEN. BE
EMPATHETIC**



**KEEP YOUR TONE
AND BODY
LANGUAGE NEUTRAL**



SET BOUNDARIES



ALLOW SILENCE



**ALLOW TIME FOR
DECISIONS**

1

MOVE TO A PRIVATE AREA

- Where is suitable in your location?

2

LISTEN AND BE EMPATHETIC

- After allowing someone to blow off steam, actively listen, by nodding your head, saying things like “a-ha” or “what else were you upset about?”
- Remember the bear and the fox in the pit in the empathy video
- Try not to judge - a person’s perception is their own truth, even if you don’t agree
- Try to understand (really)

3

KEEP YOUR TONE AND BODY LANGUAGE NEUTRAL



- Public speakers are well-trained in positive or neutral body language

4

SET BOUNDARIES

- If the person's behavior is belligerent, defensive, or disruptive, give them clear, simple, and enforceable limits
- Offer concise and respectful choices and consequences
- Possible statement: "It's important for you to be calm in order for us to be able to talk. What's the best way I can help you be calm?"

5

ALLOW SILENCE

- Saying nothing can be very powerful at the start of and during a de-escalation process
- Avoid the temptation to fill empty voids with words just 'because'



ALLOW TIME FOR DECISIONS

- Having someone listen to their concerns and offer a way to deal with them may be sufficient to de-escalate their anger
- At the point it will be possible to start a rational discussion and involve the patient in options and/or next steps
- The goal is to offer options for the patient so that the cause of their anger can be addressed, without over-promising

MAYBE – TAKE IT ‘OUTSIDE’

If mental illness or substance abuse is the issue, or the situation simply will not de-escalate or seems to be getting worse, then your goal shifts more toward looking for opportunities to protect your boundaries and be safe.

**IN THIS CASE – MOVE TO
‘OUTSIDE OF DE-ESCALATION’ STEPS**

OUTSIDE OF DE-ESCALATION

4 STEPS



The purpose of these steps is care and safety of yourself and others.



OUTSIDE OF DE-ESCALATION STEPS

01

Call in a manager or another witness if a manager is not available

02

Try to provide the patient with contact information with upper management to get them to leave

03

Ask them to leave because their behavior is inappropriate

04

Call the police if you feel scared or unsafe
Then, contact HR and/or nominated person