TOP 10 TIPS

For De-escalation

01 Be Empathic
Be supportive, be empathetic, and try to help them through this. Perception is reality.

02 Give Space
Stand 1.5 to 3 feet away. If you have to move closer, explain your actions.

03 Stay Calm
Keep your gestures, expressions, movements, and tone nonthreatening. “I can handle this.” and “I know what to do.” will help you stay positive.

04 Stay Rational
"I can handle this." and "I know what to do." will help you stay positive.

05 Feelings
Listen to their feelings. Figure out what it is they need from the situation and help them meet that need.

06 Ignore
If a student is trying to engage in a power struggle, ignore the challenge but not the person. (Put down the rope!)

07 Set Limits
Set a very simple and clear expectation and stick to it!

08 Pick Battles
Only insist on the things that really matter. When it does matter, follow through!

09 Allow Silence
Silence can give someone a chance to process and reflect.

10 Allow Time
Give a person who is upset time to process and think about what you’ve said. Don’t overwhelm them with prompts.