

DE-ESCALATION

Training for The Workplace

What is De-Escalation?

De-escalation is the process of calming down a tense situation, specifically by helping another person regulate both their psychological and physiological states. When we are in an emotionally escalated state, we have very little capacity for creative problem-solving. The goal of de-escalation, therefore, is not to resolve conflicts but rather to help someone shift their state so they can actually get to a place where conflict resolution is possible. Until we de-escalate, we cannot solve problems.



The Basis for De-Escalation



Practicing Active Listening

Active listening is essentially focused listening. When people are escalated, they often feel alone in their emotions. Feeling heard can calm their mental-emotional state.



Having Empathy

Empathy comes in two parts. On one hand, it is a state of taking someone's mental-emotional perspective. On the other, it is a behavior of mirroring that person's state in tone and expression.



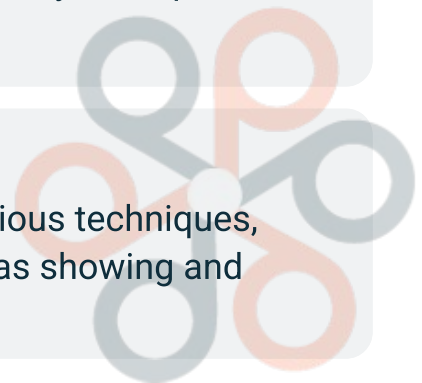
Keeping Your Cool

Staying calm, even if inwardly defensive, is critical. If you erupt, it will only escalate the situation further.



Building Rapport

Building rapport is crucial and can result from various techniques, such as humanizing by using first names as well as showing and verbalizing you care and are not a threat.



Proven Techniques



Verbal

- ✓ Open-ended questions
- ✓ Not interrupting
- ✓ Reflective statements
- ✓ Avoid emotionally-charged language



Non-verbal

- ✓ Eye contact
- ✓ Respecting personal space
- ✓ Open body posture
- ✓ Change the setting

Why Provide Training?



Better Communication

De-escalation training can teach participants basic communication sequences that help defuse and prevent tension.



Less Conflict

When people learn de-escalation techniques, there tend to be fewer conflicts in the first place.



Deeper Trust

When there are fewer conflicts at work, people have space to create more trusting relationships.



More Collaboration

With more trusting relationships, people tend to collaborate with each other more easily.



Who Can Benefit

→ [Customer Service Reps](#)

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→ [Leadership & Management](#)

→ [Law Enforcement](#)

→ [Security](#)

→ [Social Workers](#)



→ [Educators & Students](#)

→ [Workplaces in General](#)

Request a Consultation

If your team could benefit from de-escalation training, be sure to reach out to us at Pollack Peacebuilding Systems. We deliver instructor-led in-person and virtual workshops all over the country to companies in more than 60 industries. Asynchronous de-escalation training is also available.

Quick Links

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