

# De-escalation Tactics and Tools

## Behavioral Influence Stairway Model (a practical application process)

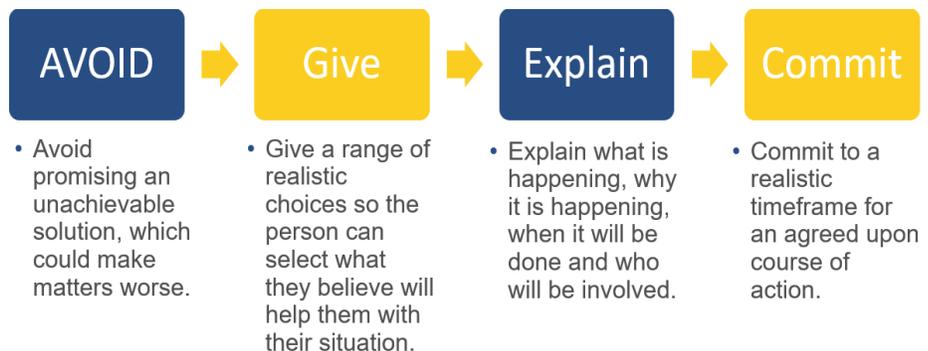
- **Introduction:** Establish contact with the person to establish a communication style.
  - Clear: May be upset but speaking rationally.
    - Attempt de-escalation.
  - Contaminated: Not making sense, unable to reason with them.
    - Contact authorities.
- **Empathize:** Start with empathy, not confrontation.
- **Build Rapport:** Employ Active Listening.
  - Listen to understand, not to respond.
- **Establish Influence:** Acknowledge and utilize the “5 Universal Truths”.
  - UTILIZE the De-escalation Do’s / AVOID the De-escalation Don’ts.
- **Behavioral Change:** AVOID/GIVE/EXPLAIN/COMMIT.

## Active Listening Skills (P.R.O.M.I.S.E.S):

- **P**araphrase: “So that I understand it correctly, you are upset because...”
- **R**eflect: “It sounds like this happened at the worst time.”
- **O**pen-ended questions/statements: “How can I help you today? Tell me more about that.”
- **M**inimal encouragers: “Oh my, um hmm, I see.”
- **I**messages: “I am sorry this happened. Let me see how I can help.”
- **S**ilence: This allows them to continue to vent (remember listen to understand)
- **E**motional labeling: “That sounds very frustrating. I can see that this is upsetting.”
- **S**ummarize: Summarize their concern and bridge to how you can help.

## 5 Universal Truths:

- All cultures want to be treated with dignity and respect.
- All people would rather be asked than told to do something.
- All people want to know why they are asked or told to do something.
- All people would rather have options than threats.
- All people want a second chance to make things right.



### De-escalation Do's

- Be situationally aware, stay safe.
- Remain calm.
- Be polite and professional.
- Show confidence, not fear.
- Talk in a clear voice.
- Relate to the person.
- Admit mistakes.
- Display welcoming body language.

### De-escalation Don'ts

- Don't forget your personal safety.
- Don't raise your voice.
- Don't argue.
- Don't become emotional.
- Don't become aggressive.
- Don't accuse.
- Don't make physical contact.
- Don't make promises you can't keep.

**Intervention Statements:** Used to break the attention of two people in conflict.

- Hello, I'm noticing a disconnect between you two and I want to assist you moving forward. Can you please come with me?
- Excuse me, I've noticed your conversation and want to help. Can you please have a seat with me?
- Hi, I'm hearing some of your frustrations and want to discuss your concerns more. Can you please allow me to help?

**De-escalation Statements:** Used when you need to stop the current improper behavior.

- I'm uncomfortable with you raising your voice at me; please bring it down. We can have a professional conversation. I want to help but will not be able to if you do not speak with me respectfully.
- I want to understand your frustration, but I need you to lower your voice so I can assist you.
- I want to help you, but you can't speak to me in this manner. If you can't agree to talk to my staff with professionalism and respect, I will ask you to leave.

### Reporting:

- If an emergency, call 9-1-1.
  - Follow department policy for having person trespassed.
- If not an emergency, call UCIPD non-emergency number 949-824-5223.
- If you were threatened with physical violence, or were a victim of physical violence, please report the incident to the workplace violence administrator through the workplace violence prevention portal.

**REPORT VIOLENT INCIDENTS,  
THREATS, OR CONCERNS**



Scan to Report

**QUESTIONS?**

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