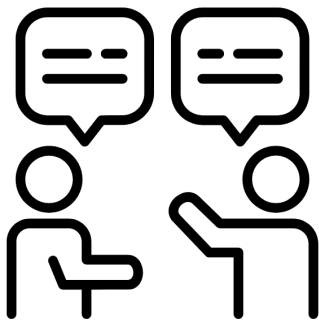




# De-escalation In Action Summary

The goal of de-escalation is to reduce tension, promote understanding, and work toward a productive solution. Practice these tips to create a more positive and collaborative workplace.

De-escalation is a critical skill in the workplace, enabling employees to resolve conflicts constructively. A calm tone and open body language play a significant role in reducing tension. Speaking in a neutral tone shows control and professionalism, while a defensive or aggressive tone can escalate a situation. Similarly nonverbal cues like crossed arms or avoiding eye contact can unintentionally display aggression.



Maintain an open stance, make appropriate eye contact, and use gestures that signal collaboration and understanding. These small adjustments in tone and body language can set the stage for a more productive conversation.

## Conversation Tips

- ❖ Stay Calm
- ❖ Listen to Understand
- ❖ Use “I” Statements
- ❖ Focus on Solutions
- ❖ Clarify Misunderstands
- ❖ Stay Respectful
- ❖ Take a Pause if Needed

## Key Reminders

- ❖ Stay neutral and avoid placing blame
- ❖ Use empathetic, respectful language
- ❖ Keep the conversation focused on finding a resolution, not dwelling on the problem

## Non-Verbal De-escalation Techniques

Nonverbal communication is crucial in de-escalating tense situation, as it often speaks louder than the words. A calm and steady tone open and relaxed body language and an empathetic response style helps create a sense of safety and understanding. These elements work together to diffuse tension and promote a more constructive resolution.

