


SITUATIONAL AWARENESS & SAFETY




Is De-escalation appropriate?

- ✓ Individual can have a conversation
- ✓ No physical aggression
- ✓ No property damage

Self-awareness

- Calm is contagious: ground yourself so you can present a calm demeanor
- Box breathing: 
- Self-talk: “I’ve got back up”, “Be kind. Be compassionate. It’s not about you”
- Grounding skills: 5 - 4 - 3 - 2 - 1
- If unsure or unable to continue, allow a colleague to step in

Safety

- Get back up from a colleague. Let someone know you’re entering a potentially escalating situation
- Ensure a safe exit
- Scan for potential weapons 
- Maintain 2 arms length of personal space 
- Reduce sensory stimulation (lights, noise) 
- Remove audience
- Modify or delay upcoming procedure/activity









ACTIONS


What do I say?

- Introduce yourself and your role (if not known to individual) and ask permission to speak to them
- Be concise. Use simple language
- Use minimal encouragers like: “yes”, “okay”, “go on”
- Allow for silence
- Open-ended questions – “Can you tell me about?”
- Paraphrase: “So what I am hearing is you’re worried about the test. Is that right?”
- Validate: “Most people in your situation would feel the same way”
- Apologize: “I’m sorry that you’ve had to wait so long”

What do I do?

- Maintain open, relaxed body language with hands visible 
- Neutral facial expression 
- Aim for eye level discussion 
- Soft, calm tone of voice 
- Slow down rate of speech 
- Think – H.A.L.T. (Hunger, Anger, Lonely, Tired, Thirsty)  - Offer food, drink, a blanket, time to talk or a break

WHAT TO AVOID

- Avoid touching the individual 
- Do not use phrases like “calm down” or “just relax”
- Avoid saying “I know how you feel”