

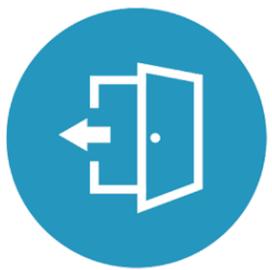
**DE-ESCALATION:** Responses to help stabilize tense situations.

# FIVE PURPOSEFUL -ACTIONS-



## REMAIN CALM

Purposefully demonstrate calmness and composure.



## CHANGE THE SETTING

If possible, remove people from the area. This could involve parties to the conflict and onlookers.



## RESPECT PERSONAL SPACE

Maintain a safe distance and avoid touching the other person.



## LISTEN

Give your full attention, nod and ask questions, and avoid changing the subject or interrupting.



## EMPATHIZE

Present genuine concern and a willingness to understand without judging.

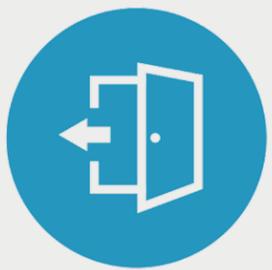
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## RULES OF BODY -LANGUAGE-

Be aware of your non-verbal communications. Ensure your tone, facial expressions, body language, and gestures relay calm and empathy.



GOOD BODY  
LANGUAGE

**#1** Keep a relaxed and alert stance off to the side of the person

**#2** Keep your hands down, open, and visible at all times.

**#3** Use slow, deliberate movements.

**#4** Maintain a neutral and attentive facial expression.



BAD BODY  
LANGUAGE

**#1** Standing rigidly directly in front of the person.

**#2** Pointing your finger.

**#3** Excessive gesturing or pacing.

**#4** Faking a smile.

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# VERBAL -COMMUNICATION-

Remain respectful and courteous. Address the individual with civility and use phrases such as “please” and “thank you.”

TONE  
+  
VOLUME  
+  
RATE OF SPEECH  
+  
INFLECTION  
=  
VERBAL  
DE-ESCALATION

## TONE

Speak calmly to demonstrate empathy.

## VOLUME

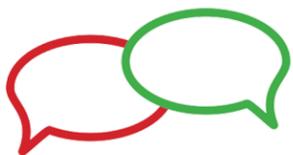
Monitor your volume and avoid raising your voice.

## RATE OF SPEECH

Speak slowly - though not too slowly - because it is soothing.

## INFLECTION

Be aware of emphasizing words or syllables as that can negatively affect the situation.



## INSTEAD OF:

“Calm down”

“I can’t help you”

“I know how you feel”

“Come with me”

## TRY:

“I can see that you are upset...”

“I want to help. What can I do?”

“I understand that you feel...”

“May I speak with you?”

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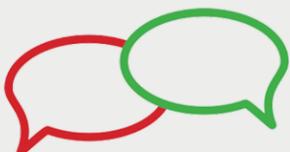
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# The 5-4-3-2-1 Grounding Technique

Ease your state of mind in stressful moments.



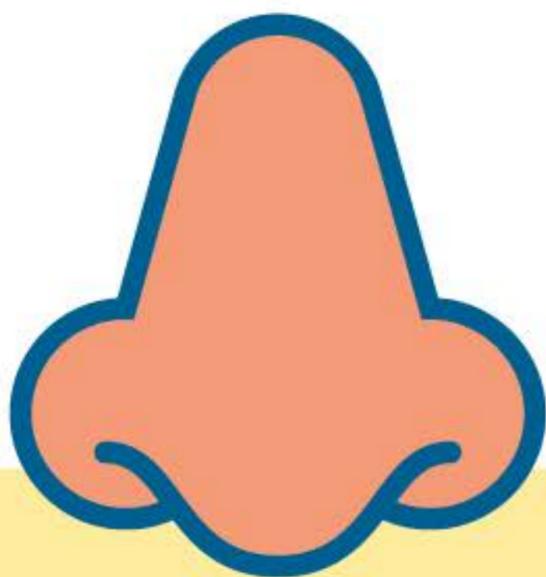
Acknowledge **5** things that you can see around you.



Acknowledge **4** things that you can touch around you.



Acknowledge **3** things that you can hear around you.



Acknowledge **2** things that you can smell around you.



Acknowledge **1** thing that you can taste around you.

### Expanding the V in GIVE: Levels of Validation

- 1.  Pay Attention:** Look interested in the other person instead of bored (no multitasking).
- 2.  Reflect Back:** Say back what you heard the other person say or do, to be sure you understand exactly what the person is saying. No judgmental language or tone of voice!
- 3.  “Read Minds”:** Be sensitive to what is *not* being said by the other person. Pay attention to facial expressions, body language, what is happening, and what you know about the person already. Show you understand in words or by your actions. Check it out and make sure you are right. Let go if you are not.
- 4.  Understand:** Look for how what the other person is feeling, thinking, or doing makes sense, based on the person’s past experiences, present situation, and/or current state of mind or physical condition (i.e., the causes).
- 5.  Acknowledge the Valid:** Look for how the person’s feelings, thinking, or actions are valid responses because they fit current facts, or are understandable because they are a logical response to current facts.
- 6.  Show Equality:** Be yourself! Don’t “one-up” or “one-down” the other person. Treat the other as an equal, not as fragile or incompetent.

## Tips and Best practices for responding to a coworker who tells us they're burned out!

<b>Listen</b>	Be caring and respectful. Don't minimize or disagree.
<b>Affirm</b> they're	<i>Highlight their superpower(s)/strength(s)</i> you see that already bringing to the table, using to address the source of their burnout.
<b>Connect to</b> workplace <b>Structural Problem</b>	<i>Connect their frustration to larger problems</i> in the faced by everyone which are causes of burnout, such as: workload, control, reward, community-fairness, and/or values.
<b>Plan Together</b>	<i>Collaborate on a Next Step/Plan.</i> Think about a next step that's doable, winnable, and not too scary or stressful. (Why? Because if you can't do it, can't win, and/or set yourself up for failure, that could contribute to further burnout for you and your co-worker.)
<b>Segment of the Union</b>	<b>Engage a Larger</b> If it's appropriate and your co-worker consents, engage a larger segment of the membership in working collectively to understand and address the problem.

# Validation

How to do it???

Validation does NOT mean that you AGREE or APPROVE of behavior.  
In fact, validation is non-judgmental.

## Validation Strategies:

1. **Focus on the inherent worth of the person**, whether it is yourself or someone else.
2. **Observe**—Listen carefully to what is said with words, expression, and body. Intently listen, be one-mindful in the moment.

If you are self-validating, *honor your experience by sitting quietly with it*, knowing it for at least a few moments.

If you are validating someone else, use good eye contact, nod, be one-mindful in your focus on them.

3. **Describe**—Non-judgmentally state the facts of the situation.
4. **State the unstated**—Note the presence of feelings, beliefs, etc. that have not been voiced: "You seem to feel angry, but also hurt by what that person said to you."

If validating yourself, identify primary emotions. If anger is obvious, explore your feelings of any shame, hurt, or disappointment that may be hiding beneath.

5. **Find what is true/valid about the experience and note this**. Without feeling that you have to agree or approve of the experience, find a piece of it that makes perfect sense, and validate this.

If validating yourself, perhaps you realize that the thoughts you are having are "irrational", however, validate that they exist and are powerful in the moment.

If validating someone else, even if you disagree with their behavior, find something that you can empathize with—"When you get that angry, you want to strike out at someone."