

Verbal De-escalation Strategies:

- Act calm, even if you are not. Use calming tone of voice.
 - Explain why you are asking questions and needing certain information. Repeat if needed.
 - Use humor to lighten the mood (Read the mood before you do this. Making fun of yourself can be helpful)
 - Say, "I see where you are coming from."
 - Try to understand their perspective
 - Let the person talk without interrupting
 - Validate their experience
 - Avoid needing to get the last word
 - Remind them you would like to help them the best you can
 - Say, "I am here for you."
 - Ignore any negative behavior they present (i.e. yelling, cursing.)
 - But can ask for the behavior that you want, that can help you help them.
 - Say, "What do you need help with?" "Is there something you feel would help you right now?"
 - Look for the solution together
 - Offer to change something you are doing
 - Let them pause and take a break if needed, or call back if needed. You can offer to call them back as well.
-
- Communicate a clear step by step plan. Follow through with anything you stated you would assist with, and close the loop with the patient.
 - Provide information that patients can use to help them feel empowered (i.e. facts, health and behavior information, checking that patients have the resources and supplies they need- offer to help with this if they do not)