

for 10 TIPS DE-ESCALATION

As a school professional, every day presents new encounters, situations, and challenges.

Your response to behavior plays a critical role in determining whether or not the incident will escalate into a crisis situation.



MODEL THE SUPPORTIVE STANCE

Stand about 1.5 to 3 feet away at an angle



PERMIT VERBAL EXPRESSION OF FRUSTRATION

Allow the individual to release energy verbally



SET SIMPLE ACHIEVABLE LIMITS

Avoid too many requests or demands



MAINTAIN OPEN, NONJUDGMENTAL FACIAL EXPRESSIONS

Be aware of nonverbal communication, practice listening with empathy



ONLY USE PHYSICAL INTERVENTION AS A LAST RESORT

Only trained staff should physically intervene



LISTEN WITH EMPATHY

Pay attention to a person's feelings



STAY CALM

Remain rational and professional



CLARIFY MESSAGES

Use short, simple, and clear communication



DOWNPLAY THE CHALLENGE

Redirect the person back to the original topic



BE AWARE OF YOUR NONVERBALS

Watch your body posture, position, and proximity

More Resources



SUSD
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