

# DE-ESCALATION



*12 ways on how to de-escalate an unpleasant & potentially dangerous situation.*

## **nonverbal de-escalation**

Open the door and leave the room.

Fake a medical emergency.

Start a conversation with a colleague.

Adopt a self-confident posture.

Get more people involved.

Keep your distance.

## **verbal de-escalation**

Ask if you don't understand.

Speak in a calm voice.

Don't use any insults.

Keep it short and clear.

Voice your emotions.

Change the subject.

**If you want to know more, contact us!**

**We will be happy to advise you.**



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