

7 TIPS

For Defusing Potentially Violent Situations



Practice situational awareness.

- 1 Calmly think of an exit plan and observe the other person's behaviour.



2

Speak calmly and slowly.

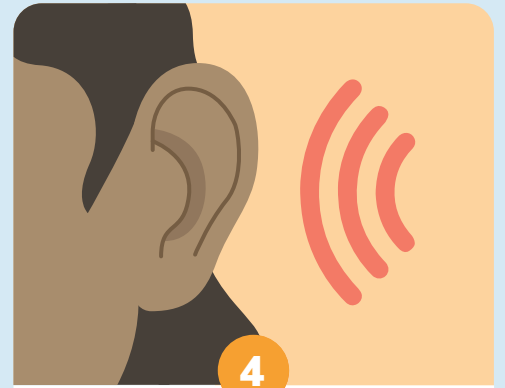
Watch your tone and volume and avoid argumentative statements.



3

Acknowledge the problem.

Name their issue, acknowledge their emotions, and ask questions to gain understanding.



4

Listen.

Use verbal cues and body language to show them you are listening.



5

Show empathy.

Ask nonjudgemental questions and validate their emotions. Express your goal and try to understand theirs.



6

Use silence to slow down.

Create pauses to help yourself and the other person regain composure.



7

Provide options.

Refocus the conversation on the issue and offer them choices for how to proceed.