Lesson 10: Maintaining Safety in Patron Interactions

Steps to Take

DE-ESCALATION

- Remain calm
- Show empathy
- Maintain a safe distance and respect personal space
- Pay attention to your nonverbal communication (i.e., body language and facial expressions)
- Validate how the person is feeling
- Choose carefully what you want to focus on, like specific behaviors that are threatening
- Allow time for processing and making decisions
- Set and maintain your boundaries

GET ANOTHER STAFF MEMBER INVOLVED

GET EMERGENCY SERVICES INVOLVED

Resources & Additional Learning

CPI'S TOP 10 DE-ESCALATION TIPS REVISITED

https://www.crisisprevention.com/Blog/CPI-s-Top-10-De-Escalation-Tips-Revisited

VIDEO: CALMING & DE-ESCALATION STRATEGIES

https://www.youtube.com/watch?v=R2PSExM-NhU