



Handling Aggression

Some non-verbal de-escalation techniques include:

- Approaching the person privately
- Appearing calm and self-assured
- Maintaining limited eye contact
- Maintaining a neutral facial expression
- Maintaining an neutral posture
- Keeping your hands to yourself
- Positioning yourself for safety

Verbal techniques for de-escalation include:

- Disregard content, focus on calming the person down
- Use a soft and low tone of voice
- Do not interrupt
- Do not get defensive
- Be honest
- Empathize with feelings, not behavior
- Do not attempt to argue or persuade