

# Additional Resources

De-escalation

# Verbal Escalation Continuum

	What You See	What You Do
<b>Questioning</b>	Asking for information	Provide answers
	Challenging authority	Redirect and ignore the challenge
<b>Refusal</b>	Unwillingness to comply with requests	Set limits
	Irrationality	Provide options
<b>Release</b>	Acting out	Allow space and venting when possible
	Emotional outbursts or yelling	Remove the audience
<b>Intimidation</b>	Verbal or non-verbal threatening	Leave the situation and inform team
<b>Tension Reduction</b>	Drop in energy or escalation	Re-establish rapport and reinforce resilience

Source: CPI: Nonviolent Crisis Intervention Training® Crisis Prevention Institute, Inc.

- **The Nonverbal Group**  
<http://www.nonverbalgroup.com/2011/08/how-much-of-communication-is-really-nonverbal>
- **CPI: Nonviolent Crisis Intervention Training®** Crisis Prevention Institute, Inc.  
<https://www.crisisprevention.com/Blog/June-2011/De-escalation-Tips>