

Additional Resources

De-escalation

Verbal Escalation Continuum

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