



# Staying Safe in the Workplace

## De-Escalation Tips

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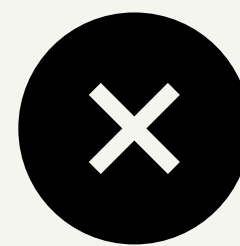
### DO

### DO NOT

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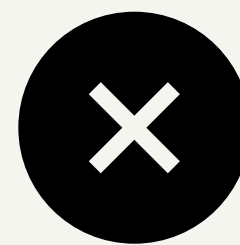
Encourage talking and listening with a calm, caring attitude while letting them vent.



Bargain with the threatening individual if their behavior is threatening.



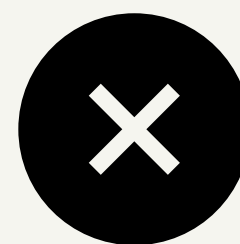
Speak slowly, but confidently without raising your voice while focusing on the issue at hand.



Match threats, make false promises, or give orders.



Acknowledge the person's feelings and frustrations and provide resolution options.



Downplay the seriousness of the situation or his/her feelings and frustrations.



Communicate clearly and respectfully about what is going to happen next.

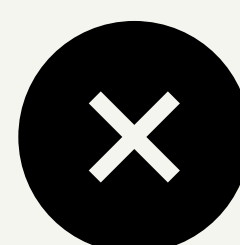


Exhibit aggressive behaviors such as moving rapidly, getting too close, or speaking loudly.

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