



DC Peace Team

DE-ESCALATION: 8 BASIC TIPS

1. Center yourself: be calm and confident
2. Humanity: see other as a person, with dignity.
3. Listen: for feelings, needs behind the expressed positions.
4. Dialogue: communicate in a humanizing way; ex. check in with target first, eye contact, ask open-ended questions
5. Distraction: use surprising verbal, non-verbal actions, or video; ex. 'nice shirt,' singing, dancing
6. Distance: direct people out of the area
7. Relationships: peel away enablers or ask more credible messengers to intervene.
8. Interposition: use body to defuse; ex. stand near, gentle touch, stand between, surround target, form U to slowly walk back aggressor(s)

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