

## CONFLICT DE-ESCALATION

**Setting limits;** indicate the behavior needed to deal with the concern

**Use emotional labeling** to acknowledge the person's feelings

**Agree** where you can without conceding

**Be open-ended** and ready to listen

**Acknowledge** their point of view and/or validate their feelings

**Ask clarifying questions,** to show concern, sincerity, and interest may curb aggression



### *De-escalation Through Active Listening*

**Apologize;** consider offering an apology... even if you've done nothing wrong

**Encourage** to signal that you understand the emotions at play

**Connect** to find some common ground

**Speak like a human,** not a policy manual

**Summarize or paraphrase** what you hear the individual saying, their concerns

**Mirroring** (reflect) what the person is saying by repeating key words or phrases

## CONFLICT DE-ESCALATION TIPS



**LISTENING,** not resolving, listen to what the other has to say



**CONNECTING,** not winning, it's not a competition



**PARTNERING,** not patronizing, focus on what you're doing together










**WE/US/LET'S,** not you, identify the common ground



**PRIVATE,** not public, if you're talking about a person/personal matter

## What to Avoid in a Conflict



-  Avoid (or try to) becoming emotionally involved
-  Avoid engaging in power struggles (leave titles and positions out of it)
-  Avoid becoming rigid
-  Avoid telling the other person you know how he/she feels
-  Avoid raising your voice, making threats, using profanity, or giving ultimatums
-  Avoid aggressive language (including body language)
-  Avoid intimidating the person