

# Crisis De-escalation Playbook

This playbook outlines strategies and techniques for de-escalating crises and resolving tensions peacefully. It provides a step-by-step guide to manage potentially volatile situations with a calm and composed approach.

## Step 1: **Assess Situation**

Carefully observe and assess the situation to understand the level of threat and the underlying issues. Identify the individuals involved and the immediate risks to safety.

## Step 2: **Stay Calm**

Maintain a calm demeanor. Your body language, tone of voice, and overall presence should communicate non-aggression and openness.

## Step 3: **Active Listening**

Engage with the individual(s) in crisis by actively listening to their concerns. Show empathy and understanding without judgment.

## Step 4: **Clear Communication**

Communicate clearly and directly. Use simple language and be honest. Avoid jargon, complicated instructions, or anything that could be misinterpreted.

## **Step 5: Build Rapport**

Establish a connection with the individual(s) by finding common ground or shared interests. This can help in creating a cooperative dynamic.

## **Step 6: De-escalate**

Use de-escalation techniques such as offering options instead of demands, allowing the individual to vent, and reassuring them that you are there to help.

## **Step 7: Ensure Safety**

Take necessary steps to ensure the safety of everyone involved. Remove any immediate threats or dangerous objects if possible.

## **Step 8: Request Assistance**

If the situation escalates beyond your ability to manage, do not hesitate to request additional assistance from trained professionals.

## **Step 9: Follow Up**

After the situation is under control, follow up with the individuals to provide additional support, resources, or referrals as needed.

# **General Notes**

## **Self-Care**

De-escalation can be emotionally taxing. Practitioners should ensure they are taking care of their own mental health and seeking support after intense encounters.

## **Training**

Regular training and refreshers in crisis intervention and de-escalation tactics are recommended to maintain proficiency in these skills.

## **Documentation**

Document the incident thoroughly after it has been resolved. Accurate and detailed records help in analysis and in improving future crisis management.