

De-escalation Tactics and Tools

Behavioral Influence Stairway Model (a practical application process)

- **Introduction:** Establish contact with the person to establish a communication style.
 - Clear: May be upset but speaking rationally.
 - Attempt de-escalation.
 - Contaminated: Not making sense, unable to reason with them.
 - Contact authorities.
- **Empathize:** Start with empathy, not confrontation.
- **Build Rapport:** Employ Active Listening.
 - Listen to understand, not to respond.
- **Establish Influence:** Acknowledge and utilize the “5 Universal Truths”.
 - UTILIZE the De-escalation Do’s / AVOID the De-escalation Don’ts.
- **Behavioral Change:** Utilize L.E.A.S.T intrusive methods to obtain positive outcome.

Active Listening Skills (P.R.O.M.I.S.E.S):

- **Paraphrase:** “So that I understand it correctly, you are upset because...”
- **Reflect:** “It sounds like this happened at the worst time.”
- **Open-ended questions/statements:** “How can I help you today? Tell me more about that.”
- **Minimal encouragers:** “Oh my, um hmm, I see.”
- **I messages:** “I am sorry this happened. Let me see how I can help.”
- **Silence:** This allows them to continue to vent (remember listen to understand)
- **Emotional labeling:** “That sounds very frustrating. I can see that this is upsetting.”
- **Summarize:** Summarize their concern and bridge to how you can help.

5 Universal Truths:

- All cultures want to be treated with dignity and respect.
- All people would rather be asked than told to do something.
- All people want to know why they are asked or told to do something.
- All people would rather have options than threats.
- All people want a second chance to make things right.



Listen

- Listen to understand not just respond.
- Employ good active listening throughout.

Empathize

- Show them you are trying to understand.
- It’s not always what you say, but how you say it.

Ask Questions

- Open ended questions can help you identify root cause as well as hooks and triggers.

Summarize

- Repeat back their concerns in your own words.
- Confirm you understood it correctly.

Talk about Solutions

- If not already provided, ask what they think will solve the problem.
- Discuss what is going to happen next.

De-escalation Do's

- Be situationally aware, stay safe.
- Remain calm.
- Be polite and professional.
- Show confidence, not fear.
- Talk in a clear voice.
- Relate to the person.
- Admit mistakes.
- Display welcoming body language.

De-escalation Don'ts

- Don't forget your personal safety.
- Don't raise your voice.
- Don't argue.
- Don't become emotional.
- Don't become aggressive.
- Don't accuse.
- Don't make physical contact.
- Don't make promises you can't keep.

Intervention Statements: Used to break the attention of two people in conflict.

- Hello, I'm noticing a disconnect between you two and I want to assist you moving forward. Can you please come with me?
- Excuse me, I've noticed your conversation and want to help. Can you please have a seat with me?
- Hi, I'm hearing some of your frustrations and want to discuss your concerns more. Can you please allow me to help?

De-escalation Statements: Used when you need to stop the current improper behavior.

- I'm uncomfortable with you raising your voice at me; please bring it down. We can have a professional conversation. I want to help but will not be able to if you do not speak with me respectfully.
- I want to understand your frustration, but I need you to lower your voice so I can assist you.
- I want to help you, but you can't speak to me in this manner. If you can't agree to talk to my staff with professionalism and respect, I will ask you to leave.

Reporting:

- If an emergency, call 9-1-1.
 - Follow department policy for having people trespassed.
- If not an emergency, call UCIPD non-emergency number 949-824-5223.
- If you were threatened with physical violence, or were a victim of physical violence, please report the incident to the workplace violence administrator through the workplace violence prevention portal.

**REPORT VIOLENT INCIDENTS,
THREATS, OR CONCERNS**



Scan to Report

QUESTIONS?

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