

Category	Techniques
Environmental	Remove distractions, lower bright lights, take to a quiet place with fewer people.
Personal	<p>Calm and center self; do not take things personally. Be aware of body language and take an assertive but nonconfrontational stance (hands in front at sides, palms open).</p> <p>Give personal space.</p> <p>Speak in a calm, quiet, low voice.</p> <p>Listen, provide empathy. Do not judge.</p> <p>Do not make promises. Give choices.</p> <p>Use active listening skills to determine sources of frustration.</p> <p>Allow the person to vent frustration.</p> <p>Provide a sense of safety if the person is exhibiting paranoia.</p> <p>Seek consensus resolution.</p> <p>Be flexible.</p>

Table 15.6 De-escalation Techniques (Gaynes et al., 2017)