

# DE-ESCALATION TIPS IN LIGHT OF CORONAVIRUS ANXIETY

1

## UNDERSTAND THAT BEHAVIOR IS COMMUNICATION

Look for signs of anxiety in body language, tone and cadence. Understand that crisis behavior reflects a need and consider what it is the other person might want.

2

## AVOID THE POWER STRUGGLE

Challenging or exercising authority over a person can escalate negative behaviors. Considering options you can offer allows flexibility to address both parties' needs and desired outcomes.

3

## USE LIMIT SETTING

Behavior can't be forced but setting limits can help us influence behaviors. Framing acceptable behaviors or outcomes can encourage the other person to choose the most productive option.

4

## PRACTICE RATIONAL DETACHMENT

Don't take behaviors personally. Stay calm. Find a positive way to release the negative energy you absorbed during the conflict. Keep in mind, you can only control your own attitude and actions.

5

## DEVELOP THERAPEUTIC RAPPORT

Learn from the conflict and help the other person to learn from the experience. Focus on identifying and preventing the pattern of behavior in the future. Finally, put time and effort into repairing the relationship.



Visit [www.CrisisPrevention.com/ReduceConflict](http://www.CrisisPrevention.com/ReduceConflict) where you can find additional tips and information on how to maintain calm and de-escalate crisis situations. The tips are applicable for situations one might encounter in public to those in close relationships including working from home parents and grocery, restaurant and retail staff.