

# 5 De-escalation Mantras for Nursing Staff

When patient interactions begin to escalate, these self-reminders will help ensure you respond safely and effectively.

1

“When a patient appears agitated,

**I will give them ample time to respond to what I’ve said.”**



2

“When I’m feeling stressed,  
**I will be mindful of my facial expressions and tone of voice.”**

3

“When a patient challenges my authority,

**I will redirect them to the issue at hand.”**



4

“If a patient is **defensive**,

**I will set clear and simple limits to keep us both safe.”**



5

How a patient feels is often the cause of behavior.

**“I will offer supportive responses to help them remain calm.”**



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