



4 Tips For De-Escalating Behaviors

MAKE A MORE POSITIVE IMPACT ON THE LIVES OF THOSE AROUND YOU.

If you've been looking for a better way to deal with challenging behavior that you may face on a daily basis, try these four tips and see the results.



1 Create a New Language.

How can we change the way we address those around us? For example, instead of saying, "John, stop pacing around a disrupting everyone else," try saying, "John, I can see you're anxious about something. Why don't you walk with me away from everyone else and we can talk about it?"

2 Re-Evaluate Rules.

How flexible can you be while still providing for the necessary safety of everyone? Ask yourself "Why do I have that rule?" or "Who does that rule benefit?" It can be easy to cling to rules that make it more convenient for us. Are there things we are able to compromise on?

3 Choose Wisely What You Insist Upon.

We can't always give individuals what they're asking for, or maybe we just can't right at the time they're requesting it. People don't have to do anything we request of them, so we have to be creative in deciding which of our rules are negotiable, and which are non-negotiable. When considering the non-negotiables, can we offer options?

4 Practice Limit Setting.

We can't make others do anything. Limit setting is borne of this realization. But limit setting is not intuitive. It's a skill we need to practice. Try out these phrases: "First...then..." | "If you are able to... then I will..." | "We have options. Let's talk about what they are."

Thinking about the words to use, especially words you would choose when you are calm and rational, and practicing them with a partner, can better equip you for the crisis moment when everyone's fears and anxieties are high.

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