

## De-escalation Strategies & Techniques

De-escalation strategies & techniques are meant to be used early on (i.e., as soon as you notice the child is starting to get upset). It's important to pay attention to early cues that frustration is building (e.g., raised voices, rapid breathing, tense muscles, grumbling, etc.) so that you can de-escalate the situation before tempers fully flare. First, calm the situation down. Then try to reason, and problem solve.

1. Act calm (even if you're not)
2. Say, "let's talk about this later."
3. Use humour to lighten the mood
4. Lower your voice
5. Give a choice
6. Walk away
7. Ask, "what would help you right now?"