

We Can Stop the Fire!

How to Stop Adding Fuel to the Fire: Verbal De-escalation Skills

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Audiences are made, not found. – Aristotle

- Words
- Tone/Voice
- Non-verbals



Words



- Calm down
- It's not that bad
- Can't
- It's not that big of a deal
- You have to...

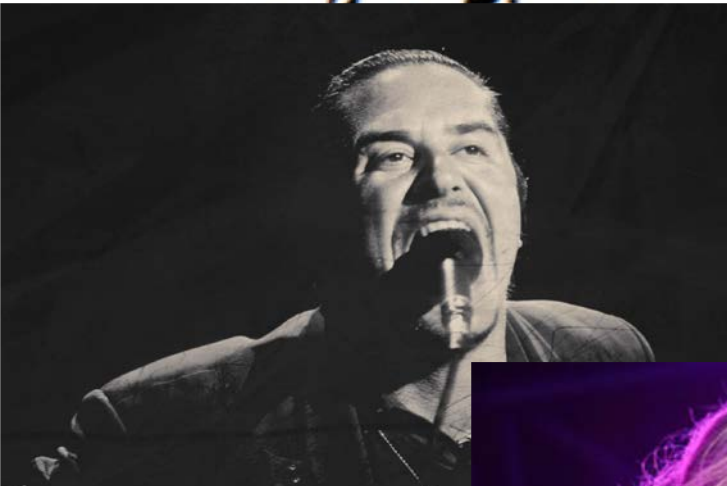


- How can I help you....
- Get and use their name
- I understand... I can see why
- Thank you/Please
- Let me see what I can find out.

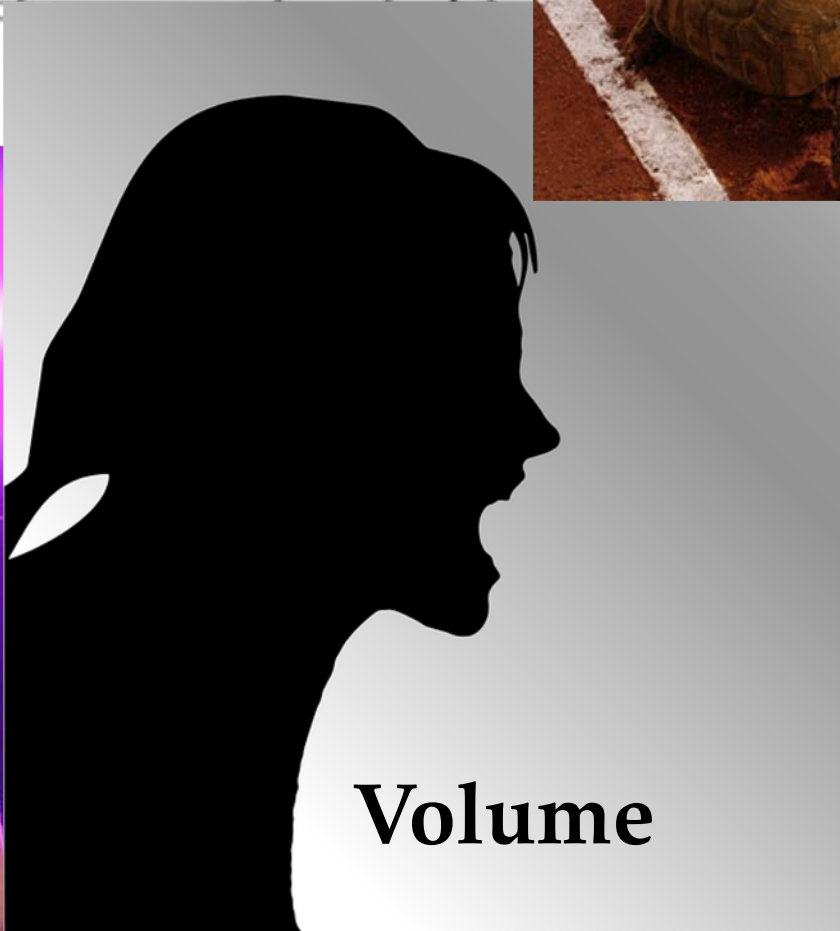
Voice and Tone

SPEED
LIMIT
125

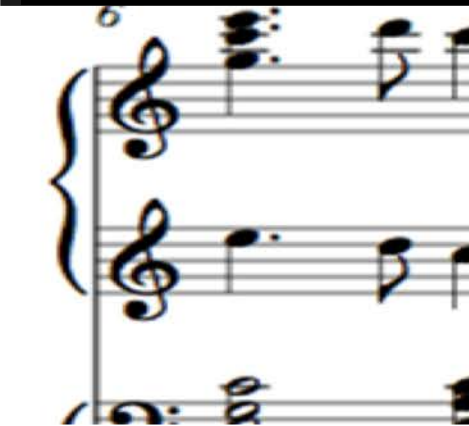
RATE

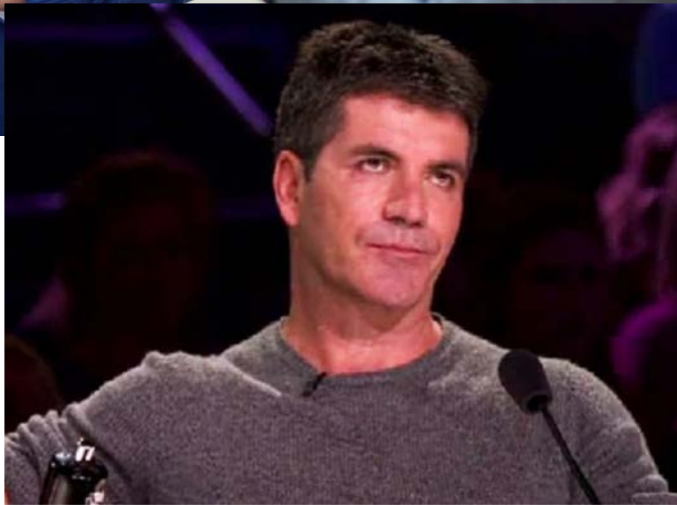


PITCH



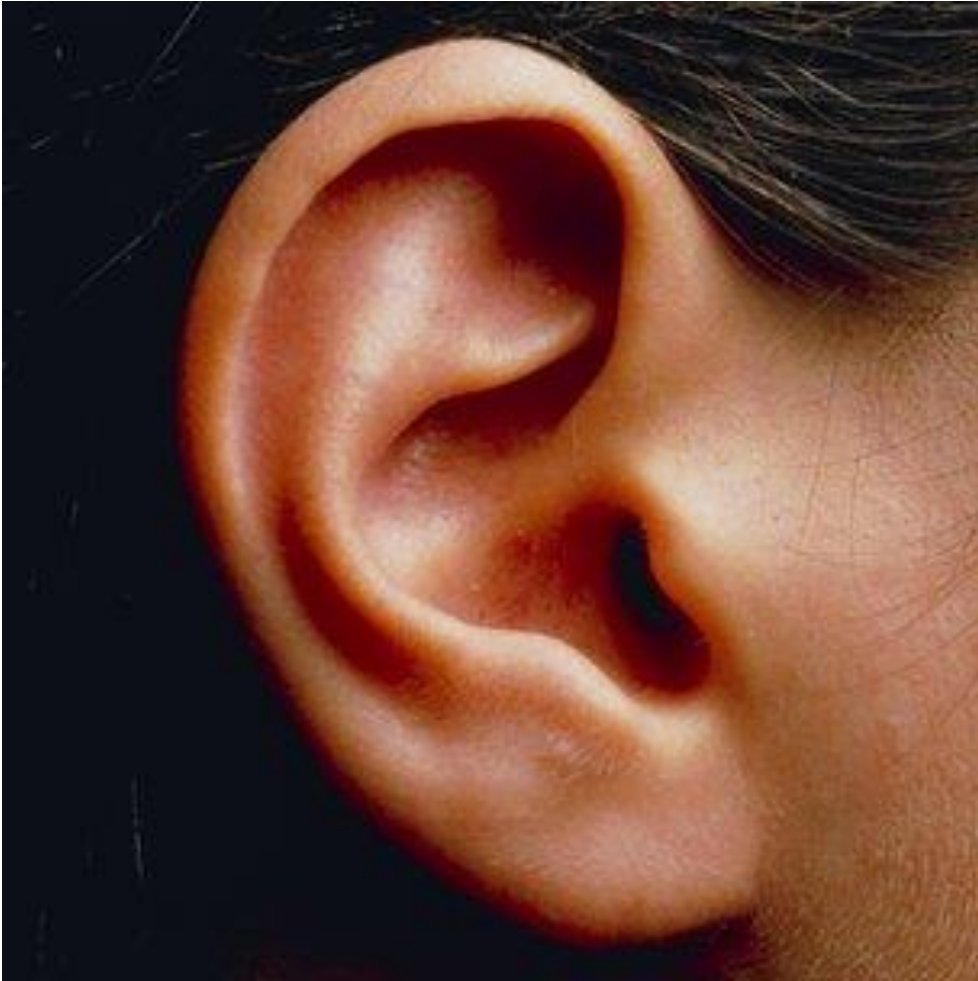
Volume





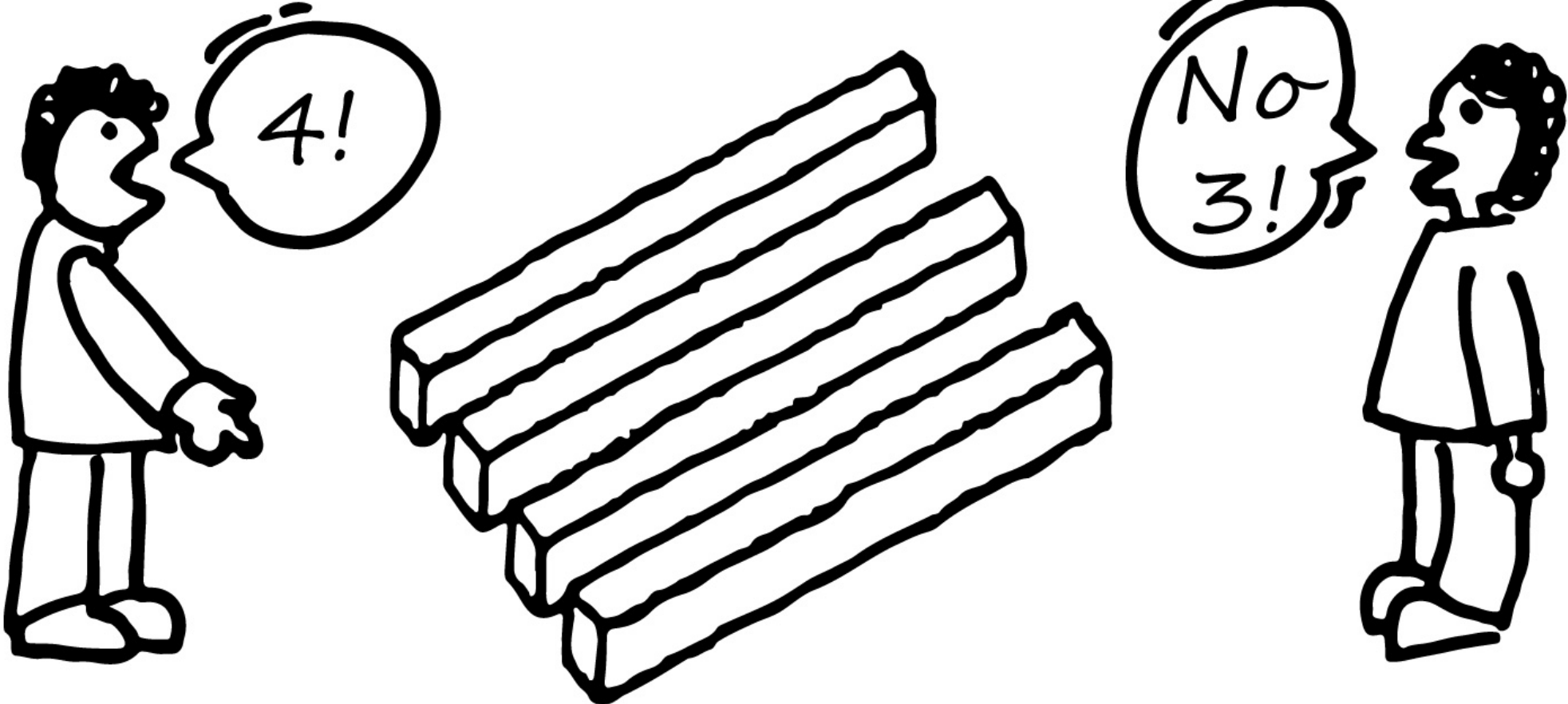
NON-VERBAL COMMUNICATION

Listen



- Active Listening-
emotion and facts
- Stop when they circle
back
- Pen and paper

Acknowledge



Apologize

- I'm sorry this situation is so frustrating for you.
- I'm sorry that your computer crashed when you were trying to contact us.





Options
Just Ahead

CLOSE

BEHAVIORS
FACTS FACTS FACTS
EMOTION
FACTS



THANK

YOU