

The Corrective/De-Escalation Script ~ “People Who are Heard, Listen”

Used whenever an issue or conflict arises. The purpose of the de-escalation script is to make the person feel like they are heard so staff can safely address the presenting issues. We actively listen to them and encourage them to tell their story.

Step 1 Drain off

As privately as possible, make 2-3 statements to acknowledge or validate the individual's feelings (e.g. “I can see this is hard for you.” or “I can see that you are angry or upset.” “I know that can be frustrating”).

Step 2 Timeline

Ask them to share their perspective and actively listen. (Make 2-3 affirming statements) “I can see you're working hard to help me understand, and I appreciate that.” “It's good that you want to figure this out.” I know this is not easy, but I really appreciate your patience and bearing with me.

Step 3 Restate the person's perspective, e.g. “What I heard you say was...” or “Let me see if I've got this right...”

Step 4 Give them their options or help them identify a good choice: e.g. “What do you think would be the best action right now?” “Here is what I think might be a good way to go.” “Let's go over your options.”
