

Beautiful Trouble: Assertive Intervention & De-Escalation Tools & Tips



- A** — Assess: the scene, identify the conflict
- B** — Breathe: focus + calm, count to 10, ground, remember why you are there
- C** — Choose: if you will get involved, and how?
- D** — De-escalate: use the 6 D's below
- E** — Escalate: only if this will help you reach your goal (you do have a goal, right?!)

The 6 D's:

Direct intervention:

- Use open non-threatening body language, hands visible and empty
- Use active listening
- Lower volume, slow movement
- Do not touch angry people, or police
- Use appropriate content, be flexible, sing or chant

Delay: Wait it out, if that is an option

Distract: Direct attention elsewhere

Delegate: Work with a buddy or allies

Distance: Put space between you & the problem

Document: Let people involved know you are filming, from a safe distance if possible; use ACLU's Mobile Justice or FacebookLive (uploads directly.)