

## DE-ESCALATION STRATEGIES IN THE WORKPLACE

De-escalating patients is pivotal to maintaining a safe environment and can limit injuries.

Each patient is unique. De-escalation strategies should be tailored to individual needs and circumstances. Regular training and communication among staff members are key.

Here are some examples of strategies that can help deescalate situations and prevent injury to employees:

- 1) Stay calm and composed: Keeping a cool demeanor can help diffuse tension and prevent the situation from escalating further.
- 2) Create a safe environment: Ensure the immediate environment is safe and free from potential hazards. Remove any objects that could be used as weapons or cause harm.
- 3) Follow established protocols: Ensure that you are already familiar with any protocols and guidelines for managing difficult situations.
- 4) Active listening: Listen attentively to the patient's concerns or frustrations. Acknowledge their feelings. Sometimes, patients may become agitated due to feeling ignored or misunderstood.
- 5) Maintain a respectful approach: Use a calm and polite tone of voice. Avoiding confrontational or condescending language.
- 6) Provide reassurance: Communicate that you are there to help and support them.
- 7) Give space: If the patient appears agitated or upset, give them some space and privacy if possible. Crowded or noisy environments can contribute to escalated behavior.
- 8) Redirect and distract: Offer alternatives or suggest activities that you know they enjoy, or they will participate in to shift their focus away from the triggering situation.
- 9) Involve a trusted staff member: If the patient continues to escalate despite your efforts, involve someone who has experience in managing challenging behaviors.

Together we can create a safe and peaceful workplace!