

# DE-ESCALATION TECHNIQUE

**1** Approach Calmly - hands visible, open posture

**2** Acknowledge & listen - "I can see you're upset because..."

**3** Offer choices - "would you like to sit here or walk over there?"

**4** Set boundaries - "let's keep our voices down"

**5** Call for help - code grey, security, MET call

Scan the QR Code  
for a calming video



# HOT DEBRIEF

Summarise ~30sec  
facts

What went well?  
Why?

What could we do to  
improve? How?

Who does what? By  
what time?

Done in 5 minutes

Scan the QR Code  
for a debrief video



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