



Six tips to keep you safe

VERBAL DE-ESCALATION

IN ACTION

VALIDATE

1

Acknowledge feelings without judgment.

Example: *"I can see this is upsetting for you."*

2

DISTRACT

Shift focus away from distress.

Example: *"Let's take a walk or grab some water."*

REDIRECT

3

Gently guide toward a safer topic or action.

Example: *"Let's focus on what we can do right now."*

4

CLARIFY

Ask to understand and slow things down.

Example: *"Can you help me understand what's going on?"*

PARAPHRASE

5

Repeat back in your own words what you heard to confirm.

Example: *"So, you're saying you're upset about..."*

6

PROVIDE OPTIONS

Offer safe, clear choices to return control.

Example: *"Would you prefer to talk here or in a quieter space?"*