

# Trauma-Informed De-Escalation



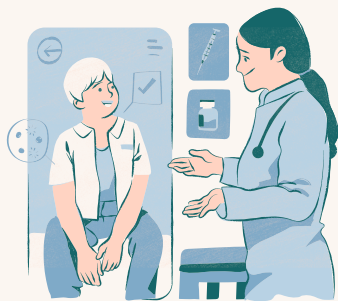
## Avoid Power Struggles!

Power struggles are the quickest way to get into an escalated situation. Asserting your will or dominance on others can cause them to go into fight mode. The moment you realize you are in a power struggle, disengage.



## Influence the Environment

There are little things you can do to make the environment more welcoming. Offer to lower the lights or turn down any noises in the room. Having water and snack on hand to offer can also make someone feel more comfortable.





## Control Yourself

Pay attention to the tone of your voice and your body language. Using low and slow movements can influence the other person to start doing the same. Take the time to actively listen to the person so they feel heard and respected.

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