

Workplace Violence:

De-Escalation Techniques



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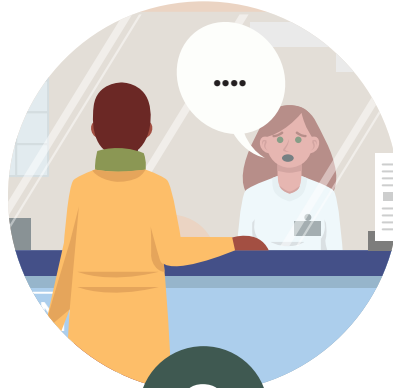
Recognizing Early Warning Signs

Look for:

- Raised voice, rapid speech
- Clenched fists, tense posture
- Intense staring or avoiding eye contact
- Pacing, restlessness
- Sudden mood changes

Immediate Actions:

- Stay aware, assess risk
- Maintain a safe distance
- Position yourself near an exit



2

Verbal De-Escalation Techniques

Speak Calmly & Respectfully:

- Use a steady tone, keep sentences short, and avoid sarcasm.

Acknowledge Feelings:

- "I see you're upset. Let's find a solution."

Offer Choices & Solutions:

- "Would you like to sit down and talk?"

Set Boundaries:

- "I want to help, but I need you to lower your voice."



3

Non-Verbal Cues

Open posture:

- Avoid crossing arms

Eye contact:

- Natural, non-threatening

Facial expressions:

- Show concern, not frustration

Movement:

- Avoid sudden gestures



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When to Seek Help

Call for backup if:

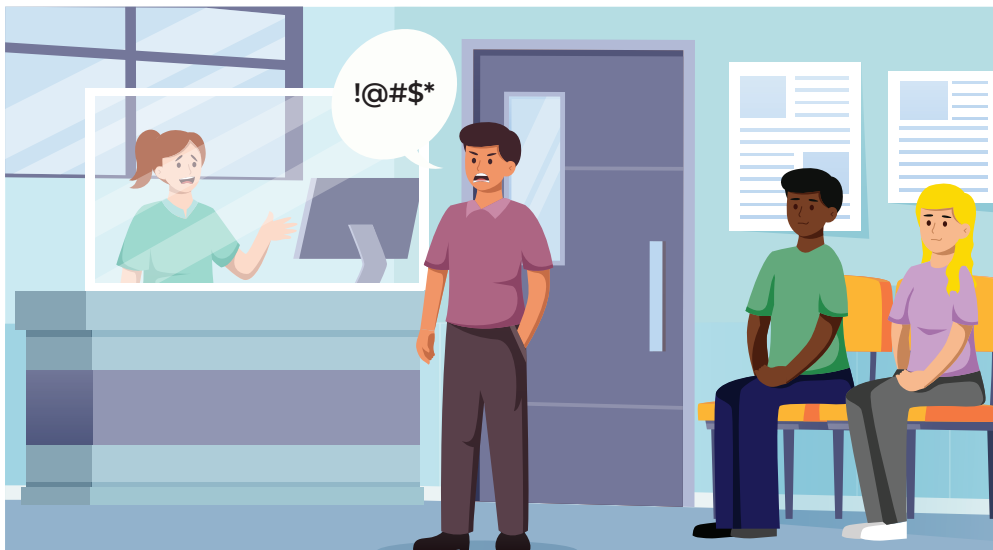
- Aggression turns physical
- Verbal de-escalation fails
- Personal or patient safety is at risk

Emergency Response Steps:

- Alert security or a supervisor
- Follow workplace protocols
- Remove yourself if necessary
- Document the incident

Workplace Violence:

Practical Scenario & Responses



Scenario 1

Situation: A patient is yelling at the front desk staff about long wait times.

Response:

- ☐ Maintain a calm voice: "I understand that waiting can be frustrating. Let me check on your status."
- ☐ Offer a solution: "I would be happy to check for any update, or would you like to reschedule?"
- ☐ Set a boundary: "I want to help, but I need you to lower your voice so we can discuss this calmly."



Scenario 2

Situation: A coworker becomes visibly upset and raises their voice over a scheduling conflict.

Response:

- ☐ "I see this is frustrating. Let's take a moment to discuss a solution together."
- ☐ Offer a calm discussion: "Would you like to step aside and talk privately?"
- ☐ Set boundaries: "Let's keep this professional and find a resolution."