



The GET...LIVE De-escalation Framework

Goal

Remember what you're trying to accomplish and act like it.
(Safe/successful resolution.)

EQ

Your job requires extreme emotional control under the most difficult circumstances.

Tactics

Use of strong tactics reduces the likelihood of violence and injury.

Listen

Deep, active, listening reduces the frustrations of people who are already upset.

Imagine

Place yourself in their position through empathy and understanding.

Verbal

The right words at the right time, from someone who cares, saves lives and careers.

Essential

Use force only when it is essential and always the minimum amount required.
(Follow organizational policy.)

GET...LIVE DE-ESCALATION INFOGRAPHIC

Proper Mindset/Positive Self-Talk
I know what to do.
I won't give up.
I will survive.



Focus on your goal.

Don't take it personally.



Seek time and distance.

Show you are listening.



Find commonalities.

Use a calm, steady voice.



Disengage is better than force.

TRUST YOUR
INSTINCTS



and breathe.

BE THE
PEACEMAKER

