



DE-ESCALATION SKILLS & MINDSET

SAFETY GUIDE



Why This Guide Matters

For community members, volunteers, and public event organizers

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Quick De-escalation

Essential principles for community safety



This guide emphasizes the importance of **quick de-escalation principles**. By understanding and applying these techniques, community members can effectively navigate tense situations and foster a safer environment for all involved.

Key principles include being empathic and nonjudgmental, respecting personal space, and using nonthreatening nonverbals. Remaining calm and focusing on feelings can help redirect confrontational questions and set clear boundaries, allowing for silence and time to diffuse tension.

Skills and Mindset

Essential Considerations for Effective Support



To effectively de-escalate tense situations, start by **arriving rested**, fed, hydrated, and present. Being mindful of your own state ensures you can offer meaningful support to others. Put your phone away to maintain focus and engagement with those around you.

Recognize personal triggers and be proactive in managing them. Ask for help when needed; it's essential to hold space for others and validate their experiences. Approach every interaction with sincerity and respect to foster a supportive environment for everyone involved.

Power Dynamics

Body Language, Tone, and Touch in Communication



Power dynamics in communication can greatly influence interactions. To foster understanding, it is essential to **minimize power imbalances**. This can be achieved by maintaining an open posture, making eye contact, and ensuring hands are visible, which promotes transparency and trust.

Additionally, using a **calm and sincere tone** helps set a supportive environment. It is also important to remember that not everyone is comfortable with touch. Always ask for consent before any physical interaction to ensure that everyone feels respected and safe in the conversation.

Buddy System

Awareness and cooperation enhance community safety



The buddy system is essential for maintaining safety during public events. **Always grab a buddy** when you feel uncertain or need support. This collaborative approach fosters a sense of community and ensures that individuals do not face challenging situations alone.

Be mindful of your surroundings and respect the need to tap out when necessary. Avoid rushing into situations; instead, think about how to be most helpful. This can prevent crowding and allows community members to offer assistance when appropriate, promoting a calm environment.

Medical Basics

Essential Support for Community Events



Medical support is essential during public events. Notify the organizer immediately if medical concerns arise. Familiarize yourself with basic first aid techniques, including glove removal, seizure response, and wound care. Always prioritize safety and comfort for both the individual and the responder.

In instances of injury, maintaining composure is crucial. Know your limits and provide care within your comfort zone. For more serious situations, contact the organizer for higher-level support. Remember, collaboration in caring is vital for community safety.

Geography and Boundaries

Ensuring Respectful Interactions at Events

Understanding geography and boundaries at public events is essential for creating a safe and respectful environment. Clear exits and movement can help manage anxiety and maintain a sense of control.

Employing I statements fosters collaboration and understanding among participants. It is important to respect personal identities and emotional undertones, which ensures everyone feels valued and heard in the community space.



De-escalation Skills & Mindset



DEESCALATION SKILLS

- Respect personal space
- Redirect confrontational questions
- Allow silence and time

KEY PRINCIPLES

- Be empathic and nonjudgmental
- Use nonthreatening nonverbals
- Focus on feelings

ESSENTIAL SKILLS

- Arrive rested and hydrated
- Know your triggers
- Validate experiences sincerely

RESPECTFUL ENGAGEMENT

- Remain calm and present
- Hold space for others
- Ask for help when needed

POWER DYNAMICS

- Grab a buddy
- Avoid creating a crowd
- Respect the tap out

BODY LANGUAGE

- Put phone away
- Be self-aware after escalations
- Collaborate respectfully

COMMUNITY SUPPORT

- Notify organizer promptly
- Handle wounds comfortably
- Contact higher-level support

MEDICAL BASICS

- Keep exits open
- Use movement as reset
- Address emotional undertones

IMPORTANT CONSIDERATIONS

- Minimize power imbalance
- Keep hands visible
- Use calm sincere tone

MINDFUL APPROACH

- Respect pronouns and identities
- Avoid debating reality
- Use I statements

INTERACTION GUIDELINES

- Meet at eye level
- Ask consent for touch
- Set concise boundaries