

How to **Diffuse** a Tense Situation

If at any time the individual threatens harm or you feel unsafe, contact security, or call 911 immediately.

To begin, it's important to understand that no single response or technique will work in every situation. De-escalation is a first-line response to potential violence and aggression in workplace settings. When responding to escalating behavior, consider the individual, the circumstances, and the overall context of the situation. Remember your ability to effectively de-escalate worker confrontation can mean the difference between a peaceful resolution or physical violence.



Tips:

- Be prepared. Educate yourself on workplace violence.
- Improve worker connections.
- Be aware of your non-verbal communications. Do not over-react. Ensure your tone, facial expressions, body language, and gestures convey calmness, nonjudgement, and empathy.
- Move and speak slowly.
- Listen, acknowledge, and validate the person's feelings.
- Arrange yourself so your access to emergency exits is not blocked.

Reach out to the CareATC Health Center to schedule an appointment with your provider to discuss your mental health needs or concerns.

For immediate assistance contact your onsite Security and/or your Human Resource Representative.

Three easy ways to schedule an appointment:

📞 800.993.8244 💻 www.careatc.com/patients 📱 CareATC app

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