

## Verbal De-Escalation Communication Skills

**Can you tell me about that?** (Have a theme/question)  
**Who, What, When Where, Why, and How** (Open ended question)

Remember: Body Language, Tone, Word Choice  
Natural Language vs. Professional Language

**Can I chat with you?**  
**Let me tell you why it's important that ...**  
**How can I help?**

Remember: Ask, don't tell  
Empathy vs. Sympathy

Paraphrase:  
**"Let me see if I understand ..."**  
**You are (Feeling) because (Reason)? Is that true?**

Ask:  
**How do you think this should be handled?**

Deflector:  
**I appreciate that but....**  
**I understand that however....**  
**I'm sorry you feel that way. I wish that wasn't the case but I need you to....**  
**"I may not be understanding you correctly and I find myself taking what you said personally. I thought you just said \_\_\_\_\_. Is that what you meant?"**  
**Can you tell me more about that?**

Peace Phrases:  
**I can appreciate that...**  
**Can you work with me sir...**  
**What's the matter...**  
**How can I help you...**  
**If you cooperate with me, I will make sure the administration knows...**  
**I'm sorry to hear that sir...**  
**I can see you are upset. How can I help?**  
**I am going to do my best to help you...**

**Who, What, When, Where, Why, and How...**