

SAFETY CORNER



CONFLICT
DE-ESCALATION
TECHNIQUES
December 2025

STRATEGIES TO HANDLE CONFLICTS CALMLY AND PROFESSIONALLY:

WHY DE-ESCALATION MATTERS

- REDUCES THE RISK OF PHYSICAL OR VERBAL VIOLENCE
- HELPS MAINTAIN A POSITIVE AND SAFE WORK ENVIRONMENT
- ENHANCES COMMUNICATION AND TEAMWORK
- PROMOTES PROFESSIONAL CONFLICT RESOLUTION

KEY DE-ESCALATION TECHNIQUES:

STAY CALM AND CONTROL YOUR EMOTIONS

- TAKE DEEP BREATHS AND SPEAK IN A CALM TONE.
- AVOID AGGRESSIVE BODY LANGUAGE OR FACIAL EXPRESSIONS.

MAINTAIN A SAFE DISTANCE

- GIVE THE OTHER PERSON ENOUGH SPACE TO FEEL COMFORTABLE.
- POSITION YOURSELF IN A WAY THAT ALLOWS A SAFE EXIT IF NEEDED.

USE ACTIVE LISTENING

- LISTEN CAREFULLY WITHOUT INTERRUPTING.
- ACKNOWLEDGE THE OTHER PERSON'S CONCERNS WITH PHRASES LIKE "I UNDERSTAND" OR "I HEAR YOU."
- GIVE THE PERSON YOUR UNDIVIDED ATTENTION; NO OTHER ACTIVITIES ARE ALLOWED WHEN LISTENING.
- BE AN EMPATHIC LISTENER. DO NOT BE JUDGMENTAL. DO NOT IGNORE THE PERSON OR PRETEND TO BE PAYING ATTENTION.
- LISTEN TO WHAT THE PERSON IS REALLY SAYING.



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LOWER YOUR VOICE AND SLOW DOWN

- SPEAKING SOFTLY CAN HELP REDUCE TENSION.
- AVOID SHOUTING OR SPEAKING TOO QUICKLY.

AVOID THREATENING GESTURES OR WORDS

- DO NOT POINT FINGERS, CROSS YOUR ARMS, OR MAKE SUDDEN MOVEMENTS.
- USE OPEN BODY LANGUAGE TO SHOW YOU ARE NON-THREATENING.

OFFER SOLUTIONS, NOT ARGUMENTS

- ASK HOW YOU CAN RESOLVE THE SITUATION TOGETHER.
- SUGGEST COMPROMISES THAT MEET BOTH PARTIES' NEEDS.

KNOW WHEN TO STEP AWAY

- IF THE SITUATION BECOMES TOO HEATED, REMOVE YOURSELF FROM THE SITUATION.
- SEEK HELP FROM A SUPERVISOR OR SECURITY IF NEEDED.

EMERGENCY RESPONSE

- IF A CONFLICT BECOMES DANGEROUS, REMOVE YOURSELF FROM THE SITUATION.
- CALL FOR ASSISTANCE FROM MANAGEMENT OR SECURITY.
- REPORT ANY THREATS OR INCIDENTS IMMEDIATELY.

CONCLUSION

DE-ESCALATION IS A VALUABLE SKILL THAT ENSURES A SAFE WORKPLACE. PRACTICING THESE TECHNIQUES CAN HELP PREVENT CONFLICTS FROM ESCALATING INTO DANGEROUS SITUATIONS. PLEASE ALWAYS PRIORITIZE SAFETY AND ASK FOR HELP WHEN NECESSARY. REMEMBER: A CALM AND PROFESSIONAL APPROACH CAN MAKE ALL THE DIFFERENCE IN RESOLVING CONFLICTS EFFECTIVELY. KINDNESS WILL ALWAYS PREVAIL OVER RUDENESS.

By: Anthony Calascibetta, NEPPA TRAINER