

## **De-escalation: Key Phrases to Try**

### **Validate (use because instead of but)**

"It makes sense that you are angry right now because the noise in the room was really getting to you."

"If that had happened to me, I'd be upset too because it's not nice when we have a fight with someone we care about."

"I can see that you are feeling really agitated because we had to change our plans."

### **Show Empathy**

"This is so upsetting for you right now. It is so tough."

"You wanted to carry on playing that game because you were enjoying it. It seems unfair that the time ran out."

"It seems to you like [name] doesn't want to know you and I know you really like [name] so it must be so confusing for you."

"You are absolutely right. It is really annoying when other people wind you up."

"You don't need to explain. I understand."

"You are having a really tough time right now. I am here when you are ready to talk."

### **Reflect**

"So, what I am hearing is...."

"So, what you're saying is that..."

"I heard...Have I got that right?"

"Let me see if I've understood you correctly."

### **Be Curious**

"I wonder if..."

"I'm thinking that..."

"I've noticed that..."

"I'm guessing that..."

"It seems like..."

### **Repair and Resolve**

"I'm sorry that I didn't recognise you needed help. How can we fix that?"

"I know that you said and did things you didn't mean but we got through it together. I am still here for you."

"What would you like to do now? How can I help you?"

"Let's figure out a plan for if this happens again."