

# De-escalation template

“I understand that...(reflect)...

And I'd probably feel the same way...however...

I'm sure you'll agree that it doesn't solve anything getting cross/upset/angry with me...

So that I can... (reflect eg help you)...I need you to ...(task)...

## Remember...

- Lead by example, encouraging others to follow
- If you lose control, you lose
- Your perceptions are your reality
- Take pride in the duties you perform. Look upon an argument as an opportunity to prove yourself.