

# Talk Through

## Overarching approach

### Manage emotions

#### Actions

- Act calmly and confidently
- Don't corner people, threaten or make false promises
- Avoid showing irritation or frustration
- Allow time for open communication. Don't rush.

#### Body language

- Use slow gentle movements
- Relax your face, don't frown or purse lips
- Relax your body, no hands on hips or in pockets, don't finger wag or prod
- Have lowered, uncrossed arms and open hands.

#### Communication

- No hesitation or uncertainty of speech
- Don't argue the point. You don't need to defend or justify yourself
- Avoid reacting to abuse or insults, remember it is not personal
- Do prepare and role play responses in advance
- Control your breathing and concentrate on the situation.

### Respect and empathy

#### Actions

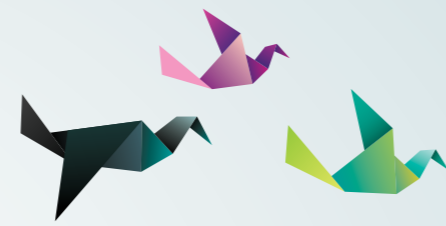
- Be congruent; your actions should match your words
- Acknowledge the person's feelings and emotions. Put yourself in their shoes, how would you react?
- Avoid making judgements.

#### Body language

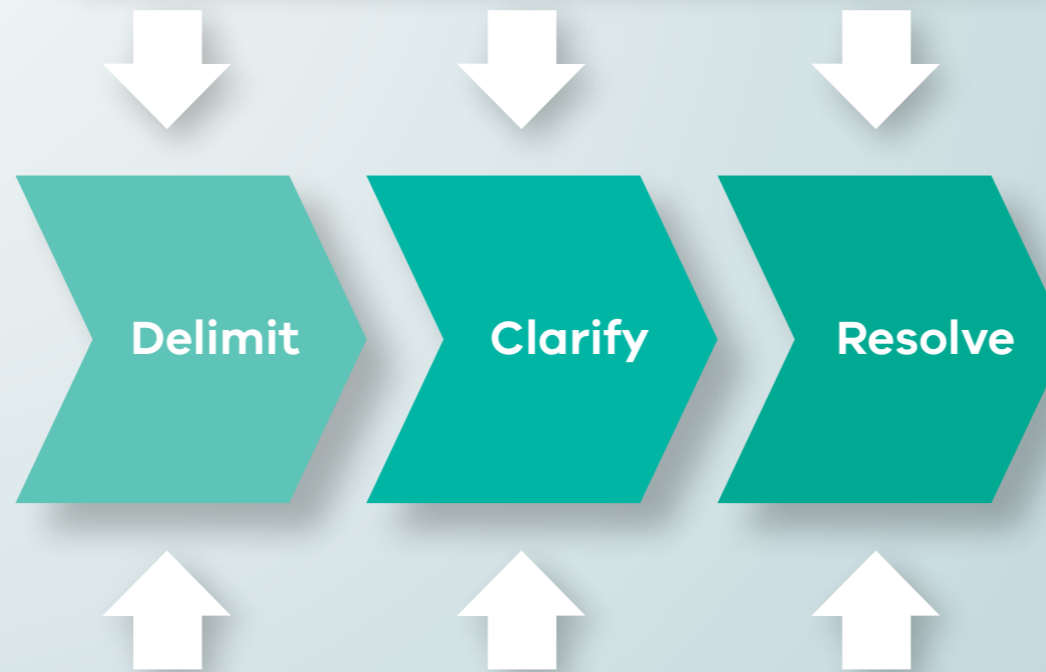
- Make eye contact (exercising care not to be confrontational)
- Don't overly smile as this can be seen/viewed as condescending.

#### Communication

- Have a concerned and interested tone of voice
- Monitor your tone of voice
- Answer all requests for information, however they are phrased
- No advise giving and no orders, no 'if I were you I would...'



## Manage emotions



## Respect and empathy

### Stages of de-escalation

#### Delimit

- Keep safe, maintain distance as required
- Assess the need for support or back up
- Create a safe space to communicate – reduce noise, consider privacy and remove the audience
- Invite the person to sit down if safe to do so.

#### Clarify

- Speak clearly, say who you are, use each other's names
- Do remind people of your existing relationship
- Use open questions to ask what's happening
- Listen attentively to the person
- Paraphrase and check what they have said
- Answer questions and clarify any misunderstandings.

#### Resolve

- Give the person an opportunity to self-regulate, remind person of calm down box
- Be flexible, if possible problem-solve and compromise together
- Offer choices and options
- Give reasons, explain rules, reasoning behind them, be honest, express fallibility (it's OK to agree that it's unfair)
- Deal with the complaint, apologise, make a change
- Ask if there is anything else you can do or say that will gain their cooperation, ending positively.

