



REMEMBER

- Choose to “play the role” of being calm and composed - no matter how you feel. Acting in this manner helps the person de-escalate, and calms you as well. Do not argue and do not respond to verbal abuse. Dispel any sense of competition and do everything you can to stand with them, not against them.
- Giving your empathy, attention and respect (E.A.R.) can happen whether or not you agree with their point of view. Don't be pulled into arguing about the “issue”, because with high conflict people “the issue is not the issue” – it's their inability to manage their own emotions and, sometimes, their behaviour.
- Although they may say horrible things about you, know that those words probably have very little to do with you.
- Approach these situations in the Spirit and not the flesh-continually asking God to fill you with the fruit of His Spirit. (Gal. 5:22-23)



RECOGNIZE

- High-conflict youth have a pattern of behaviour that seems to seek or create conflict in all sorts of situations with all types of people. They get angry over small issues which are almost always seen as someone else's fault.
- In dealing with high conflict youth, your own safety and the safety of the other youth who may be at risk of being harmed (particularly with violent behaviour) needs to be one of your top considerations. This will generally not be achieved through talking louder or over-powering these youth. Their anger needs a firm yet non-aggressive response to keep situations from escalating.



RESPOND

- Be as physically nonintrusive as possible. Do not move toward the student or invade his or her space. Do not threaten the student verbally or physically whether in words or posture. Use physical intervention only as a last resort, and then only if policies permit and you are well trained in its use.
- Send for help (if available), get rid of the audience (the rest of the students), focus on giving the student your E.A.R. (Empathy, Attention, Respect).
- Be directive but not aggressive. State the required or desired behaviour (not what they shouldn't do) or limited choices clearly, calmly and specifically.

A few other ideas:

- **Invite them to sit down** - Sitting is a resting state, lowering the person's heart rate. If they stand, it's easy for them to get more agitated and pace.
- **Create a break** - Offer the person time to catch her breath. Don't always make the offer directly. You might say, “Can you hang on a second while I open a window?”. Sometimes, this

little break goes a long way toward calming.

- **Slow down the pace** – Make sure the pace of your words is measured and unhurried. Sometimes, the person is speaking so fast you may not understand what they are talking about. In such cases, you may say something like, “I can see that you're upset and I really want to understand the problem. Can you start over and speak a little more slowly for me?”. Talking more slowly actually slows the brain down and can calm the chaos in them.
- **Have a drink** - Sometimes, just offering the person a drink, like coffee, soda, or water, can interrupt the intensity. It also helps her begin to calm down physically, which is the first step toward mental calmness



RESOURCES

With a focus on prevention, this training program gives proven strategies for safely defusing anxious, hostile, or violent behaviour at the earliest possible stage: <https://www.crisisprevention.com/Specialties/Nonviolent-Crisis-Intervention>

Workshops, tools, and articles for managing expressions of anger: www.angerresources.com