

# De-Escalation Checklist



**SPACE** Give the patient space to share their story and feel heard.

**HUMAN** Be kind. You're meeting with a person in a distressed state.

**VALIDATE** How they are feeling or what happened to them. By doing this the patient will feel heard and understood.

**EMPATHY** Be empathetic with the patient.

**CALM** Lower your tone and slow down your speech to remain calm (not in a patronising way).

**SUMMARY** Summarise what you have agreed with the patient. This shows understanding.

**BOUNDARIES** Establish boundaries to protect yourself.

**DEBRIEF** Its important to debrief after the encounter and take a breath.