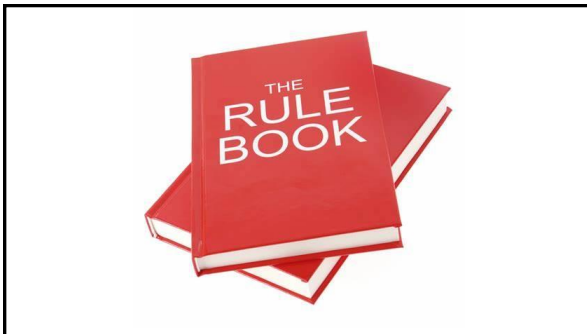



Verbal De-escalation Skills:
Lowering the temperature of boiling encounters

Presented by:
Donelle Hintermeister, Minnesota State Patrol



Audiences are made, not found. – Aristotle

- Words
- Tone/Voice
- Non-verbals



Words



- Calm down
- It's not that bad
- Can't
- It's not that big of a deal
- You have to...



- How can I help you....
- Get and use their name
- I understand... I can see why
- Thank you/Please
- Let me see what I can find out.

Voice and Tone



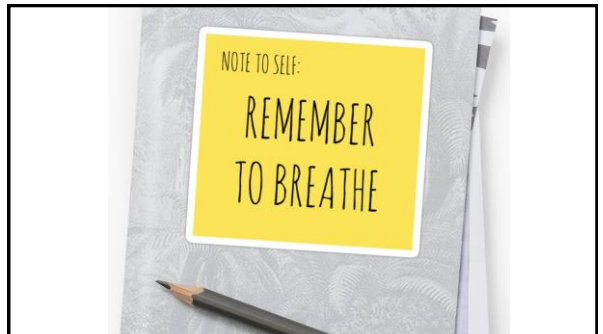
PITCH

SPEED LIMIT 125

RATE

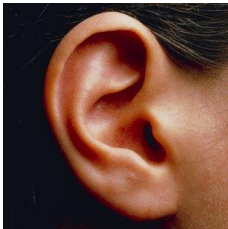
Volume

NON-VERBAL COMMUNICATION

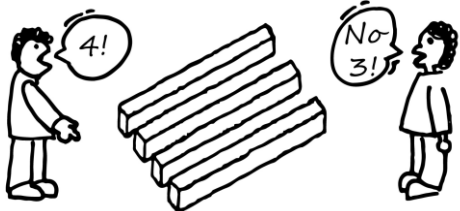
NOTE TO SELF:
REMEMBER
TO BREATHE

Listen



- Active Listening- emotion and facts
- Stop when they circle back
- Pen and paper

Acknowledge



Apologize

- I'm sorry this situation is so frustrating for you.
- I'm sorry that your computer crashed when you were trying to contact us.



CLOSE



For more information....

Contact Donelle Hintermeister
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