

**Welcome! We will begin shortly. 😊**

While you wait, feel free to use the chat box to tell us where you're from and how you found us!

Let us know in the chat box if you have any needs before we begin. We have muted all microphones for ease of access.

# De-Escalation Training

# Steps to De-Escalation

1. De-escalate yourself first.
2. Use strategic positioning and body language.
3. Assess.
4. Keep it light.
5. Discuss the issue in a neutral, non-accusatory way.
6. Let the person have their say.
7. Make a verbal contract, when it applies.

## QUESTIONS? CONNECT WITH US!

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For general information & to learn more about our classes, please visit us at  
[www.impactboston.org](http://www.impactboston.org)

or follow us on Facebook, Instagram, or Twitter at IMPACT Boston!


## SUPPORT RESOURCES

Full list: <http://impactboston.org/resources/support-services/>

Also available through this link are all of our conference presentations on the work IMPACT does and public curriculum tools.

## INSTRUCTOR FEEDBACK FORM

<https://forms.gle/T3vrhVE5PEKf4jNf8> (Optional)



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