



DE-ESCALATION DOs AND DON'Ts: **ON THE PHONE**

Your safety is the highest priority



DOs

DON'Ts



Use the person's name.

"Thank you for letting me know, Sara."

1

Avoid being dismissive.

"You will have to call back later, we're busy."

Allow the person to vent.

Use silence and active listening.

2

Avoid interrupting the person.

Interrupting can cause increased frustration.

Model calmness.

"I want to help, but I need us to speak respectfully."

3

Do not pressure a response.

"You need to calm down."

Validate their experience.

"I hear your frustration and want to help."

4

Do not discredit their experience.

"Lots of patients are dealing with this."

Offer alternatives and choice.

"Which option works best for you?"

5

Do not force choices or give ultimatums.

"This is the only option."

Show ownership and engage the person.

"Let's find a solution together."

6

Do not ignore their need for support.

"This isn't my problem."

Ask questions that elicit a 'yes'.

"Just to confirm, you need...?"

7

Avoid complex questions.

"What do you want me to do about it?"

Use a clear and steady tone.

Speak at a slower than normal pace.

8

Avoid speaking too quickly.

Confusion can heighten emotions.

If you are feeling unsafe, end the call.

"I want to give this my full attention, let me call you back in [30 minutes] so I can review everything."



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