

De-escalation

Nursing

Reducing arousal early — space, tone and choice, not confrontation.

Escalation is usually distress. Respond to the distress rather than the behaviour.

1

Notice early

Pacing, raised voice, restlessness, withdrawal, refusal to engage.

2

Manage yourself first

Slow your speech, lower your voice, unclench your own posture.

3

Give space and exit

Keep distance; neither of you should be blocked in the room.

4

Listen and name

Acknowledge the grievance before correcting any facts in it.

5

Offer real choices

Two genuine options restore some control; false ones destroy trust.

6

Debrief afterwards

With the person and with the team; record what helped.

Educational reference. Restrictive interventions are a last resort, governed by law, training and local policy. Never restrain untrained.