

Title:

Ten Critical De-Escalation Skills

Word Count:

1122

Summary:

Being able to de-escalate one's own and the anger of others is an important skill to have in business.

In order to be successful at de-escalating anger, a person must understand and become skillful at de-escalation.

Prevention Steps:

1. Recognize that anger is a choice of a wide range of behaviors that could be used to get what you want.

Keywords:

de-escalation techniques, anger management, anger, de-escalation skills, angry behavior, conflict resolution

Article Body:

Being able to de-escalate one's own and the anger of others is an important skill to have in business.

In order to be successful at de-escalating anger, a person must understand and become skillful at de-escalation.

Prevention Steps:

1. Recognize that anger is a choice of a wide range of behaviors that could be used to get what you want.
2. The person interacting with the angry person must identify his or her own emotion at any given time.
3. When potential interventionists are experiencing anger, they must be able to change what they are feeling.
4. Perform a quick self-assessment. A potential helper must ask the following questions. Can I help? Can I stay calm? Can I listen?

If the listener can't answer these questions in the affirmative, then he or she will need assistance.

5. Recognize early warning signs. Many incidents of anger could be prevented if those who are angry are given the opportunity to express their feelings.

Prevention goes a long way. However, there still will be times when you don't notice the early warning signs.

Also, it's possible that you will do everything right in this prevention phase and angry people will still get angry.

Intervention Steps:

6. Active listening is the process of really attempting to hear, acknowledge and understand what the angry person is saying.

By simply providing a sounding board and a willing ear, a person's anger can be dissipated.

7. Acknowledgement occurs when the listener is attempting to sense the emotion underlying the angry person's words.

8. Agreeing---often when people are angry about something, there is at least 2 % truth in what they are saying.

When someone is angry and the listener attempts to reason with the person, his or her efforts are usually wasted.

9. Apologizing is a good de-escalation skill. I'm not talking about apologizing for an imagined offense.

This can have the effect of letting angry people know that the listener is sincerely sorry for the situation.

10. Inviting criticism is the final of the de-escalation skills. In this instance the listener invites the angry person to express their feelings.

This invitation will sometimes temporarily intensify the angry emotion but if the listener comes to understand the anger, the anger will subside.
Even when using the above ten skills, there may be a rare occasion when the listener is unsuccessful.
Anyone intervening in an emotionally charged situation should always have a plan or an established protocol.

This is a demo version of txt2pdf v.10.1
Developed by SANFACE Software <http://www.sanface.com/>
Available at <http://www.sanface.com/txt2pdf.html>