**Theme of the Week:** De-escalation

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| ***De-escalation*** When arguments get out of control or escalate, it can lead to frightening and unsafe situations. This guidance offers some tips for ways to de-escalate or calm these kinds of situations. |
| **For Social workers/ key workers** | **For Parents, Young People and Children** |
| * Non-violent resistance or NVR is a parenting programme that aims to help parents manage aggressive, violent, and self-destructive behaviours. This link <https://www.partnershipprojectsuk.com/non-violent-resistance-nvr/introduction-to-nvr/> provides an introduction to this approach, which you might be able to use with your own family, or the families that you work with.
* Arguments can happen just as easily between colleagues as between family members. The tips opposite can be just as effective in a professional setting as at home. This video focuses specifically on how to de-escalate a workplace disagreement that is getting out of hand <https://www.youtube.com/watch?v=eR8Zzp6E8sI>
* Ultimately de-escalation is not about “winning” the argument or silencing the other person. It is about removing the heat from the discussion so that you are able to hear more clearly what it is they have to say. Keeping lines of communication open as much as possible can pre-empt the need to de-escalate at all.
 | * **Strike when the iron is cold.** When you are angry, upset, or scared, it becomes difficult to think straight, and to get your views across to the other person. Try to avoid addressing behaviour (even if you find it unacceptable) whilst you are still in the moment. Take some time away to decide what it is you want to say and then discuss the situation when you are all feeling calmer.
* **Seek support.** Try to find someone outside of the situation that you can talk to, who will listen to you, and be supportive of your feelings. This could be a friend, a relative, a co-worker, or your social worker. The more supported you are, the better you will be able to support those around you.
* **Listen to the perspective of the other person.** When you are ready to talk, start by taking the time to really listen to what the other has to say. Even if you disagree with their behaviour, trying to empathise with their feelings will help them to calm down and help the situation to become safer.
* **Calmly give your perspective.** Having taken the time to plan out what you want to say (you can even write down a script for yourself to read out), talk the other person through your thoughts and feelings about the situation or their behaviour.
* **Show your love.** It is important to show that you still love and care the other person even if you don’t approve of their behaviour. Try to do something for them, such as making them their favourite dinner, or asking them to go out for a walk with you. Even if the other person rejects these offers, it has still shown them that you are there for them if and when they need you.
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| **Hill scenePracticing wellbeing:*** **Positive Emotion:** Encourage your child to look at old family photos with you. Try to find the silliest picture you can.
* **Engagement:** Think about your favourite games to play together. What skills do you think help you to enjoy this game?
* **Relationships:** Is there a friend or relative you haven’t spoken to in ages? Organise a family video call to reconnect with them.
* **Meaning:** Encourage your child to talk about what they might want to be when they grow up. Discuss with them what they think this might be like.
* **Accomplishments**: Think about one thing your child has done this week that was kind or generous. Offer them praise for this behaviour.
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