



De-escalation Reference Card



ACT WITH PURPOSE

- **Remain** calm
- **Change** the location, if needed
- **Respect** personal space
- **Engage** in active listening



COMMUNICATE WITH EMPATHY

- **Demonstrate** understanding and project hope
- **Moderate** tone and volume
- **Maintain** a steady and consistent rate of speech
- **Offer** reassurance, if possible



MONITOR BODY LANGUAGE

- **Keep** body angled and relaxed; limit hand gestures
- **Maintain** intermittent eye contact
- **Use** slow, deliberate movement
- **Ensure** facial expressions are neutral and attentive

KNOW YOUR LIMITS

IMMEDIATELY SEEK HELP IF THE INDIVIDUAL OR SITUATION IS ESCALATING AND VIOLENCE MAY BE IMMINENT.

IF THE THREAT OF VIOLENCE IS IMMINENT, CONTACT 9-1-1 IMMEDIATELY

REPORT WHEN THERE ARE SUFFICIENT FACTS TO SUPPORT A RATIONAL CONCLUSION THAT THE BEHAVIOR OR ACTIVITY REPRESENTS A POTENTIAL THREAT OF VIOLENCE.

BE SURE TO PROVIDE THE FOLLOWING INFORMATION WHEN CONTACTING 9-1-1:

- Your name
- Location of incident
- Location of the person of concern
- Your exact location
- A description of the situation and the person of concern
- The number and type of weapons, if known

CONTACT YOUR LOCAL POC FOR ADDITIONAL INFORMATION
(NAME, PHONE, EMAIL, ETC.):

WHEN MAKING A REPORT, PROVIDE THE FOLLOWING INFORMATION:

- Exact nature and context of the perceived threat
- Who or what is/was the target
- Any available background regarding the person of concern
 - Possible stressors, if known
 - Conflicts with peers or management
 - Evidence of concerning behaviors
 - If known, any prior history of violence or threatening behavior

CISA
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