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# De-escalation Script

The Script	Additional Information
<i>1. I see you _____.</i>	Identify the behavior that tips you off the student is emotionally escalated.
<i>2. Are you feeling (angry)?</i>	Inquire if you interpret the observed behavior correctly.
<i>3. I can see that you are (angry).</i>	Affirm what the student says.
<i>4. What are you (angry) about?</i>	Inquire why the student is feeling that emotion.
<i>5. So you're (angry) about _____. Is that right?</i>	Restate what you heard to verify your understanding and demonstrate that you are listening.
<i>6. What do you want?</i>	Assist the student in identifying what options are reasonably available.
<i>7. What have you tried?</i>	Guide the student through a process of self-reflection.
<i>8. How well has that worked?</i>	Help the student assess their progress in dealing with the situation.
<i>9. What else are you willing to try?</i>	Provide alternatives if the student is struggling with identifying other ways to deal with the situation- students chooses the next step.
<i>10. Will you let me know how it goes?</i>	Follow up with the student in appropriate amount of time; this will build trust.

## DON'T

- Force a student to talk
- De-escalate in an overly public manner
- Tell a student how they are feeling
- Get hung up on the flow of script
- Be sarcastic
- React if you feel attacked by what the student says
- Tell a student what to do
- Blame a student for the situation
- Continue doing or saying anything that seems to escalate the situation
- Argue with a student

## DO

- Keep a copy of the Verbal De-escalation script where you can easily access it
  - Practice the verbal de-escalation script
  - Provide an independent activity for the rest of your students to engage in if a classmate begins to escalate
  - Get to know your students and know what might lead to or provoke an escalated response
  - Stay calm when engaging in Verbal De-escalation
  - A student may need some cool down or processing time during the Verbal De-escalation- provide wait time and check back later
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