

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# De-escalation Techniques

G Q T H Z K X E B G N R P E A B K A K N U Z R V  
W X S U Z J P M X D X P G I U R E R M F M E O A  
S O N A X T K P C B B T N O I T A I T O G E N C  
P M O F M X U A D A N O I C O O S T G G I O R A  
X D I P X W T T N S O T D N E O P S W U L C O M  
I T S J Z Y Y H H K I V A Y O L I S T E N Y W O  
C J S D Y W O E W V T S I Y L D F D C B H J D R  
G G E V Z M U T R O A P B I Q A U H P U P X H P  
J N R Q M V R I L C C M A B N U N E C L O T O Z  
K I P P X T S C M M I X N T T O F G A Y C P F V  
C D X D X W A Y M U N N Q H I F N O U T I A W X  
X N E T O T F I L D U E D Q A E C V E A L G T F  
X A L E E N E I A H M N S I Z O N E I C G U Y N  
J T A N R Q T H C L M O S B F T P T N O G E V H  
L S I T O N Y U Y X O T I P T F R A S Z L Y K I  
N R C T W W K H A G C Y Q S X S U V H A F E B P  
D E A N Y J D I T I S R I M X E T S P V F A N H  
I D F C H Z Y K S R Z D X N C P L B E S C E G T  
X N V I K B Q D E D U T I T T A S F S H G C T Z  
M U W L C R L G T P L E H R E F F O H N C F D Y  
Z N G S N Y G H S Z S N O I T U L O S E R Q Q W  
H P H U J I B V Q U A Z I F Z N U P I K B G T Y  
S L D N R K B F K R R M X A R E C O V E R Y B A  
G X W T K B F A U W G T K X W F O S Z O H Z Q J

facialexpressions  
bodylanguage  
nonviolent  
recovery  
listen

communication  
negotiation  
yoursafety  
staycalm  
tone

patientsafety  
resolutions  
offerhelp  
triggers  
wait

understanding  
empathetic  
attitude  
diffuse  
nod