

10 DE-ESCALATION

techniques

FOR DIFFUSING MELTDOWNS

1. **Don't yell to be heard over a screaming child**
2. **Be aware of your body language**
3. **Get on the child's level**
4. **Respect personal space**
5. **Use a distraction**
6. **Avoid the word "no"**
7. **Be non-judgmental**
8. **Reflective listening**
9. **Validate their feelings, not their actions**
10. **Answer questions + ignore verbal aggression**

