

# How to De-escalate with CLARA

#WeKeepUsSafe



## CENTER YOURSELF

Find a place of calm and recognize the person's humanity and dignity

## LISTEN

For feelings and needs behind the expressed positions.

## AFFIRM

Their dignity, safety, and belonging and reflect back what you heard them say



## RESPOND

With open-ended questions that help them reframe the situation



## ADD

If there is any helpful information you can add, please share. For example, where they might be able to find resources.