

# Module 9

• <b>Proactive service delivery</b>	• <b>Active listening</b>
• <b>Being assertive</b>	• Providing options and choices
• <b>Choosing positive behaviour</b>	• Looking for a 'win-win'
• <b>Watching for signs of escalation</b>	• Employing exit strategies
• <b>Showing empathy</b>	• Avoid Triggers
• <b>Using inhibitors</b>	• Always address people calmly
• <b>Signal non-aggression (P.A.L.M.S.)</b>	• Win their trust
• <b>Use names as much as possible</b>	• Don't rush de-escalation
• <b>Allow everyone to speak – but set rules</b>	• Give praise, positive reinforcement