

De-escalation

- Before one can de-escalate a situation, one must first recognize potential crisis behaviour. When someone is beginning to lose control, their behaviour will change. They will give verbal and Para- verbal clues (what is said and how it is said). Body language will include signals such as tenseness and squinting eyes.
- De-escalation of an event begins with the security guards confidence and ability to handle them emotionally and physically. Conflicts can often be resolved by assuming an assertive and commanding presence. Coupling these qualities of persona with strong verbal commands and negotiations (conversation, persuasion, commands, and ultimatums) may be enough to de-escalate a potential threatening sit

