

10 Principles of Verbal De-escalation

1. Respect the **personal space** of the individual.
2. Do not be provocative, be in **control** and measured.
3. Establish verbal contact **calmly**.
4. Be **concise** and speak in short sentences. Repeat yourself often.
5. **Listen** closely to what the person is saying.



We've been there.
We can help.

Depression and Bipolar
Support Alliance

6. Identify **wants and feelings**, try to accommodate reasonable requests.
7. **Agree** or agree to disagree, while avoiding negative statements.
8. Set **clear limits** with expected outcomes, but do not make demands.
9. Offer **choices** and optimism.
10. Afterwards, **review** the event and look for areas to improve.

Adapted from American Association for
Emergency Psychiatry Project BETA.

More resources at
DBSAlliance.org/
UnderstandingAgitationKit