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.

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**DBSA**

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](http://DBSAlliance.org/UnderstandingAgitationKit)