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Tools for Defusing Conflict

- **Remain Calm:** A neutral voice tone that remains consistent throughout the course of a heated or hostile encounter is very effective for establishing the boundaries of the conversation. It also helps you to more successfully assess the situation for other potential threats or escape routes.
- **Be Assertive (not aggressive):** When our voice tone and body language betray us, we often come across as controlling, parental, insecure or aggressive to the people we encounter. **An empowered pitch** that is coupled with a calm demeanor can be a very stabilizing force in an altercation.
- **Informing Behavior:** Making statements that let the other party know what's going on in neutral terms. Sometimes giving someone information is enough to de-escalate them.
- **Reflect/Redirect:** Reflective listening is a staple of any counselor or facilitator. Often people just want to be acknowledged and feel like they were heard. Reflective listening allows you to show someone they were heard.

