

# Pocket Guide – De-escalation Tools for Frontline Work

## *Small actions. Real impact.*

**Core Mindset** - When emotions rise, connection matters more than correction.

**Remember:**

- All behaviour is a form of communication
- Stress reduces logical thinking
- Connection comes before solutions

**The PEARL Arc of High-Emotion Communication**

**P** — Pressure: Hidden stress, uncertainty, fear

**E** — Expression: Emotions show through words or behaviour

**A** — Alignment: Your response shapes the direction

**R** — Redirection: Turning the interaction toward safety and clarity

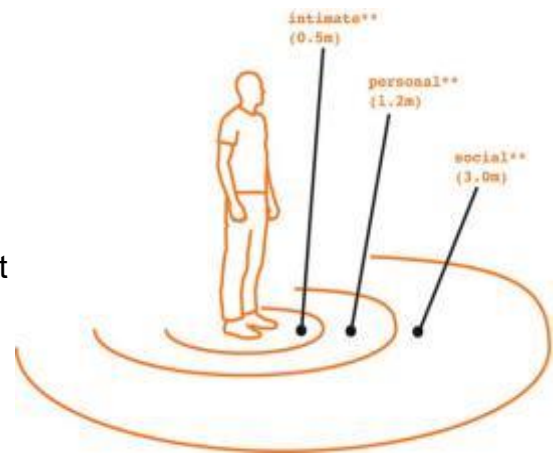
**L** — Learning: Restoring dignity, connection, and understanding



**Quick reminder:** You may not control the situation, but you influence the turning point.

### Three Channels of Communication

- **Words** (Verbal): what you say
- **Tone, Volume, Speed** (Paraverbal): how you say it
- **Body Language** (Nonverbal): how you show up



### Practical Tools by PEARL Stage

#### ● Pressure – Stay Grounded

Try: pause before responding, breathe slowly, soften your voice

Avoid: rushing to fix the problem, correcting too early

#### ● Expression– Acknowledge Emotion

Say: “I can see this is really frustrating.” “I hear that this is important to you.”

Do: listen with empathy. Keep Sentences short.

#### ● Alignment – Build Connection

Say: “Let’s look at this together.” “I want to understand what matters most to you.”

Do: ask open questions. Remain calm tone.

#### ● Redirection – Create a Safe Path Forward

Say: “Here are the options available.” “I want to help, and this needs us to be respectful.”

Tools: Interrupt and Redirect; Desired Behaviour, Desired Outcome; Fail-safe Choice

#### ● Learning – Restore Meaning and Dignity. Reflect, reconnect, note what helped.

After the interactions: Reflect on what happened, reconnect, note what (not)

helped Remember: Learning is not about fixing people. It is about restoring understanding.

### Ready-to-Use Scripts

“[Name], I’ve noticed you are upset. Shall we take a breath together and tell me what has happened?”

“[Name], I can see you are upset, and I want to help. When you lower your voice, then I’ll be better able to address your concerns.”

“[Name], which would you like to complete first, (Option A) or (Option B)?”