

**3. show you care and understand**  
 Listen closely, look the person in the eye, and let them know their feelings matter—even if you don't agree. Ask questions that need more than a yes or no answer to keep the conversation going and help shift the focus.

*What I am hearing is that you are frustrated about \_\_\_\_\_, is that right?*

**4. Set clear limits**  
 Keep calm and confident, stay a safe distance away, and make sure your hands can be seen. Speak respectfully and clearly about what is okay and what is not.

**1. Calm Yourself First**  
 Before trying to help someone cool down, take a moment to breathe slowly, relax your body, and show that you're calm and confident

**2. Move slowly, speak gently**  
 Move slowly and speak gently. Stay a safe distance away, keep your hands where others can see them, and try to stay calm and relaxed. Keep your movements, voice, and speed steady and peaceful.

*Hello, my name is \_\_\_\_\_ and I'm on the safety team. I wanted to introduce myself, understand what's going on, and make sure everyone stays safe.*

**Speak calmly.** Talk calmly with the person and try to keep eye contact to show you're listening and respectful.

**Show empathy.** Listen closely and show that you understand how the other person feels. Let them know their feelings are real and important, even if you don't agree with what they're saying.

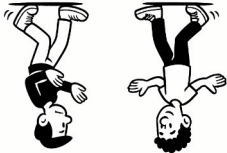
**Guide others away.** Help move people away from the situation so things don't get worse. Ask marshals or helpers to lead the crowd in a different direction.

**Know when to leave.** If you start to feel unsafe, stay calm and quietly walk away from the situation.

**Watch what's happening.** Stay calm as you look around, figure out where you are and what's going on, and then decide if you need to step in.

**Calm your body and mind.** Take slow, deep breaths. Tighten your muscles for a few seconds, then let them relax. This helps you feel more peaceful and shows others that you're calm.

**Give yourself space.** Step back slowly to create some room between you and the person or group. Always keep your hands open and easy to see.



*We're not here to argue. I respect that you have a right to be here and speak your mind, but I need you to please speak more quietly and avoid moving closer to the group.*

**5. Step away if needed**  
 If you start to feel unsafe, calmly leave the situation. Let your event safety team and Police Liaison know so they can contact law enforcement. Keep watching from a safe distance.

*I want to make sure we are both safe, so I'm going to give us some space right now.*



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**De-escalation Pocket Guide**

Tips for calming down a person or group of people.



*adapted from the Democracy Security Project*

**Safety is personal**  
 The most important thing when dealing with intimidation is how it makes **YOU** feel. If something is bothering or upsetting you, that's reason enough to take action—no matter what others might think.

**What is de-escalation?**  
 De-escalation means handling conflict in a peaceful way that helps calm things down. It's a way to keep tense situations from getting worse. These tools help us focus our anger on unfairness—not on each other.

**Think about both yourself and the person you're talking to when trying to calm things down.**



You can't control what others do, but you can control how you react.

Your energy matters—if you stay calm and confident, it can help the other person feel calmer too.

