

Adopt helpful communication responses

The way we speak, our body language, and proximity can have a positive impact on an escalating situation.

- ✓ Talk quietly, even when the person is loud.
- ✓ Try to remain calm and respectful.
- ✓ Monitor your own body language and allow the student the opportunity to move out of the situation with dignity.
- ✓ Focus on communicating respect and your desire to help.
- ✓ Keep verbal interactions respectful.
- ✓ When appropriate, give the student clear choices and/or directions to help them feel more secure and regain control.

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