

SAFETY TALK

De-escalation

Be empathetic and non-judgmental

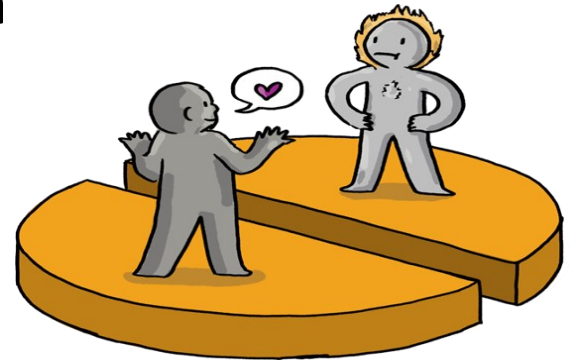
Do not judge or be dismissive of the feelings of a person in distress. Validate and respect their feelings, keeping in mind that whatever the person is going through could be the most important event in their life at that moment.

Use nonthreatening nonverbals

Remain calm, ration, and professional. How you respond to their behavior will have a direct effect on whether situation escalates or defuses. Be mindful of your body language.

Allow silence for reflection

Allowing silence can give a person a chance to reflect on what is happening, and how they need to proceed. Silence is a powerful communication tool, and also provides the individual time for decisions.



Respect personal space

Be aware of your position, posture, and proximity when interacting with a person in distress. Allowing personal space shows respect, keeps you safer, and tends to decrease a persons anxiety. Provide an explanation if entering someone's personal space.

Ignore challenging questions

Downplay the challenge within their question and stick to the topic of what they are asking. Redirect their focus back to how you can work together to solve the problem. Once on topic, be sure to set concise and respectful choices. Speak clear and simply.

Sources: [CPI's Top 10 De-escalation Tips Revisited | CPI Blog](#) | [Crisis Prevention Institute \(CPI\)](#)

Safety is everyone's responsibility!

DATE: June 22, 2026

FACILITY:

SAFETY TALK LEAD BY: Darcy & Ian

DEPARTMENT:

DISCUSSION QUESTIONS:

What is the recommended safe distance in regard to your proxemics and

What are common challenging questions you face at your workplace?

EMPLOYEE CONCERNS & IDEAS FOR IMPROVEMENT:

EMPLOYEES PRESENT:

FOLLOW UP ON CONCERNS:

If you have any feedback on the Safety Talks program or a suggestion for a Safety Talk, please contact a member of the Wellness & Safety Team or email healthpeihr@ihis.org.

Safety Talks can be found on the Staff Resource Centre at: <https://src.healthpei.ca/safety-talks>