

## SELF DE-ESCALATION STRATEGIES FOR DIFFICULT ENCOUNTERS



COVID has created great uncertainty, which has elevated stress and anxiety and shifted most thinking into what if scenarios that can lead to rabbit holes of despair for people. Many of our events and activities are canceled or moved to a virtual environment and it is an election year! As the pandemic continues our fatigue of it all grows. The times are ripe for interactions that can be emotionally charged and difficult.

### Amygdala and Emotions

The amygdala is responsible for processing emotions and before we are even aware of what we are responding to we respond emotionally - our logical mind is always playing catch up.

Dr. Dan Siegel talks about “Flipping our Lid”. Our emotions being hijacked which can result in the loss of reasoning and flexibility.

### Strategy - Rational Detachment

#### Before

- Exercise
- Have fun
- Good sleep
- Practice rehearse/plan /visualize
- Communicate with your peers
- Utilize your EAP resources

#### During

- Breathe - Calm
- Focus on the moment
- Check your ego
- Use your team as support
- Step back mentally and physically
- Don't underestimate the power of apology

#### After

- Take a break to regroup
- Evaluate the situation
- Move - take a walk
- Deep Breathing
- Utilize EAP

### 1). Know your Triggers

- Someone talking down to you
- People with unreasonable demands
- Not feeling valued
- Having your time controlled by others
- Not being listened to

**2). Anger invitations** - You do not have to accept them, you can decline.

**3). Prepare for and expect irrational statements** - do not engage.