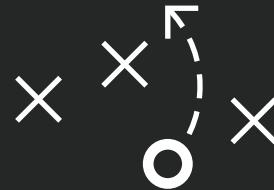


Defuse Strategy

- Stay calm and quiet
- Appear confident but not confrontational
- Speak slowly, gently and calmly. Never shout
- Step away
- If you can talk to an individual slightly away from their group, they may be more open to suggestions
- Stay loose
- If you get pushed stay totally relaxed. This makes you less of an adversary. However, do not allow yourself to be dragged
- Use the adversary's name.
Saying someone's name gives you a connection and creates a bond



De-Escalating

Position | Be aware of who's around you, head up and eyes open

Attitude | Be positive and helpful, no matter how you feel towards your opposite number(s).
Empathise with them " This happened to me, I know how you must be feeling "

Look and **listen** | Maintain normal eye contact.
Don't stare at them. Ask questions, LISTEN and empathise

Make **space** | Maintain a comfortable space, have palms open - a sign of non-aggression.
Be ready to defend yourself

Stance | Relax your shoulders and turn to the side to avoid " squaring up ". Be very aware of this if you are physically bigger than your opposite number