

STRATEGIES

FOR MANAGING DIFFICULT SITUATIONS

DIRECT:

Take action regarding the situation; say something.

DISTRACT:

Draw attention away from the conflict;
change the context.

DE-ESCALATE:

Lessen the tension in the situation.

DEPART:

Respectfully exit the situation.

DELEGATE:

Ask for support. Consider your resources.
Who can help?

DOCUMENT:

Document what you witnessed or experienced;
report as necessary.

