

Phase 1: Acknowledge & Create Space



1. **Maintain Calm:** The most important step. Your tone of voice, body language, and breathing are contagious. Stay calm and neutral. Do not get pulled into the student's emotional state.

2. **Acknowledge the Emotion:** Validate the student's feelings without condoning the behaviour. Use a calm, non-confrontational statement like, "I can see you're feeling frustrated right now," or "It looks like something is upsetting you."

3. **Create Space:** Ensure both you and the student have physical space. Move other students away from the immediate area if necessary, and avoid standing over the student. Acknowledge that the student needs a moment.

Phase 2: Redirect & Offer Choice

4. **Redirect to a Solution:** Gently shift the focus from the problem to a solution. Instead of asking "What's wrong?", ask, "What do you need right now to help you feel better?"

5. **Offer a Choice:** Provide the student with a limited number of choices to regain a sense of control. For example:
"Would you like to step outside for a minute, or would you prefer to sit in the quiet area?"

"Do you want to talk about this now, or would you like to take a few minutes and talk later?"

6. **Use a Calming Strategy:** If appropriate, suggest a simple, shared calming technique. "Let's take three deep breaths together." This models regulation and provides a tangible action.



Phase 3: The Follow-Up

7. **Follow Through:** Once the student has de-escalated, ensure you follow up. This shows that you care and reinforces the idea that their feelings are valid. This follow-up should be a private conversation.

8. **Problem-Solve (Later):** Do not attempt to solve the original problem while the student is still emotional. Once they are calm and regulated, schedule a private time to discuss the situation and find a lasting solution together.