



De escalation Basics

Indoor Times



DeX Santillan (he/they)
& Ldy Lark (they/She)

Story Time!

Who's here?

Name & pronouns

Something unique about you

What brought you here today?

Poll-

When you hear **de escalation**,
what comes to mind?

De escalation is taking on trauma.

Are you able to do that, today?

You can only control you

Breath. ~~Fight, Flight, Freeze, Fawn.~~

Listen to what's underlying, what's *REALLY* going on here?

Know when to step away and/or call on another person to step in

We want **everyone** to get home safely

Poll

Have you experienced a situation that needed you to de escalate?

First points of contact

Radical Hospitality

Recognize and acknowledge EVERY person that's coming to the door or in the space

Welcoming environment

Say hello, welcome, greetings that work for you

Customer Service

Wave, hat tip, head dip

Spotting any issues before they get in the door or too far in

Notice & intercept issues when they are already inside

Second point Who's your Safety Team?

Variety of people, temperaments, appearances, backgrounds

Does your venue have security?

What's your Safety Plan with the venue?

Who's on the safety chain to help if situations need to be escalated?
(remove someone or trespass)

Take breaks, tag in, tag out

Know your exits

Know your team

Know your limits

Keep a positive outlook

De escalation tactics

Distractions or Disruptors

- Humor
- Flashlight
- Squeaker
- Sticker
- Accessory
- Off the wall saying
- Bodies, sequins, layers
- Compliment
- Asking them for 'help'
- Group sing-a-long

“Knock, knock...”

“Can I talk to you, over here?”

“Can we take this convo outside?”

“Nice shoes”

“Wanna see my pasties?”

“Can you help me with this, over here?”

“Fancy a smoke?”

“Frozen horse penis”

Poll

Do you believe you can apply skills you already have to de escalation?

Let's
Practice

Stalling

ICE or PD

What can we do when unwanted people or groups show up?

Do NOT let them inside your PRIVATE space

Stall, politely. “Hold on”, “Let me get...” “Who are you looking for”

Ask for documentation.

Ask them to identify themselves, record the info.

Call local LE to confirm if this is legit

Can you walk (around the block) with me?

Now What?

Post event/gathering debrief

- What went well?
 - Where can we do better?
 - Anything that needs follow up?
 - What will we do different next time?
-

We want everyone to get home safely!

You are uniquely equipped to de escalate your people.

Sharing Time Questions & Talk Back

Thanks!

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