De-escalation Basics

Outdoor Times

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Facilitators, disabled Queers living as guests on Dakota Land in Minneapolis, MN.
We don’t use gen AI, we love our natural relatives.
Thanks for understanding.

Who's here?

Name & pronouns

Something that is currently bringing you joy

What brought you here today?

De-escalation?

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

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 to HQ?”

“Nice shoes”

“Wanna see my pasties?”

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

“Fancy a smoke?”

“Frozen horse penis”

You have skills!

What skills do you already have that can be applied as de-escalation?

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

Your Team

Who's trained in De-escalation?

Who's trained in CPR & First Aid?

Who knows where the AED (automated external defibrillator) is?

Who knows where first aid kits are?

Who made and shared the Emergency Action Plan?

Who made and shared the Code of Conduct?

Who's following up with folks if there is a crisis?

Do you have care pods established?

First points of contact

Radical Hospitality

Welcoming environment

Customer Service

Recognize and acknowledge EVERY person that’s coming through the space

Say hello, welcome, greetings that work for you

Wave, hat tip, head dip

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

Notice & intercept issues when they are already here

Second point Who's your Safety Team?

Variety of people, temperaments, appearances, backgrounds

Are you hiring security?

What's your Safety Plan?

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 exit routes

Know your team

Know your limits

Keep a positive outlook

Long before the event

Will you collect information? Will it remain secure?

This can be a way to follow up with people after the event

You can share your events Code of Conduct and norms

In planning, think about Universal Design

Do you need permits for this outdoor event?

Will you need a fire marshall or LE to approve the set up?

Know your municipalities rules & regulation

Access

Stage/Backstage + Green Room HQ

Where are the places bad actors could be, without being noticed?

Scouting 2-4 hours before event set up

Spending time at the location during the same timeframe your event will be happening

Chairs for disabled or elder folk

Wide enough rows for movement

Are you considering people using wheels, like wheelchairs, rollators, or strollers?

Will you use fences or barricades?

Communications

Radios

Run of show

Guest lists, performer lists, backstage access

Planning docs, incident reports

Staff meetings & check-ins

Evacuation routes & practice

Outside Space Consideration

Neighborhood atmosphere

Things out of your planning control- construction, road closures, other events, weather

Groups and pairs for leaving or traveling to next destination

Shade

Water stations

Toilets

Hand washing stations

Fans

Safety Items to Consider

Lighting- How is the space lit?

Is the parking & bike area lit?

Motion activated lights?

Who do you contact if power goes out?

Parking- private or public

Street, lot, meters, open air
Accessibility parking

*reverse in

*vehicles as perimeter

* greeter in the lot

Bike parking

Evacuation & Safety Plan Considerations

Evacuation routes

EMS routes to/through event

Shelter in place options

Where & how will you direct people?

Are there public transportation routes you can hop on quickly?

What's their schedule during your event?

Did you share it with your guests?

Helpful Things to Have Available

Flags

Umbrellas

Banners

Disney music ready with a loud speaker

High Visibility Vests

Traffic Cones

Caution Tape

Duct Tape & Gaffers Tape

Zip Ties

Stalling

ICE or PD

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

Likely your space is public, they can be stalled.

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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