

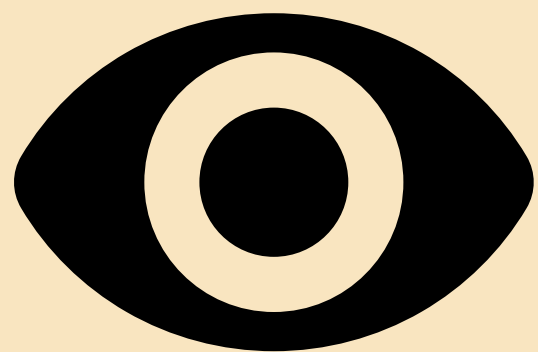
C.A.L.M.

**FROM FIGHT OR FLIGHT TO FOCUS:
DE-ESCALATION TECHNIQUES FOR
A THRIVING HOUSEHOLD**



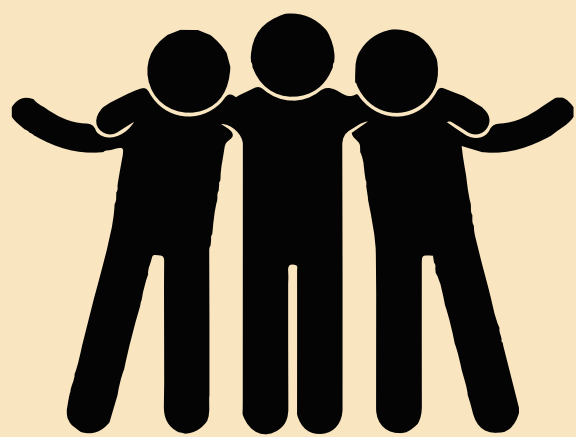
CONNECT

Get down to eye level; make eye contact if appropriate; keep a neutral tone of voice and keep your voice soft; smile



ACKNOWLEDGE

Meet your child where they're at by telling what you are witnessing. Use prompts like "I see" or "you wish" and report out what you're seeing. Check in for agreement



LEAD WITH EMPATHY & **U**NDERSTANDING

Use prompts like "I can imagine that's frustrating." or "I can see why you feel that way." Pause. Allow for feelings.



MAKE A PLAN

Create a plan for next time, and include your child in the plan.. Remind them of household rules and reinforce the child's ability to try again next time.