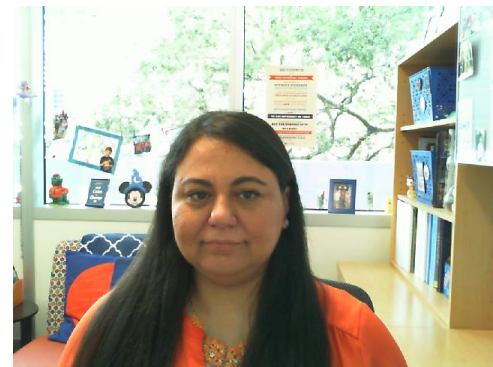


Intervention and De-Escalation

Gators Communicating Care through Action



Active Bystanders

Witnesses a situation and takes steps to speak up or step in to prevent escalation or disrupt a problematic situation

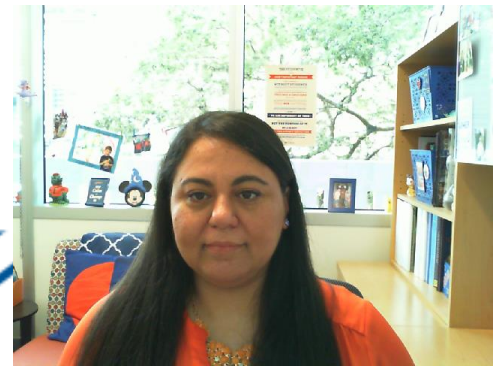
Cues to intervene:

- Causing a scene (ex: shouting)
- Tense body language (ex: clenched fists)
- Erratic behavior
- The gut feeling
- Someone asks for help



Obstacles to Intervening

- Bystander dynamics
 - Diffusion of responsibility
 - Pluralistic Ignorance
- Peer influence
- Personal



3 Ways to Intervene

- Direct
- Delegate
- Distract

- Proactive Role Modeling

When you are deciding how to intervene, be sure to prioritize safety.



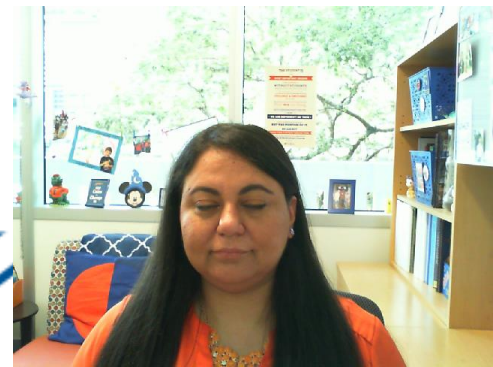
De-Escalation

- The reduction in the size, scope, or intensity of a conflict.
- This may involve directing behavior away from intense situations.



De-Escalation Techniques

- Practice active listening. Hear them out. Give your undivided attention.
- Show empathy. Thank them for sharing.
- Stay relaxed and calm, keep your voice low and do not shout. Watch your body language carefully. Relax your hands and arms. Smile.
- Try maintaining an unbiased attitude. Never argue or debate the policy.
- Be sensitive to other's feelings.
- Apologize when appropriate.
- Provide options and allow for choice. This is not about who is "more right" it's about validating how someone is feeling, while encouraging them to follow policy and find common ground.



Resources:

- Green Dot Gators: <https://greendot.ufl.edu/>
- Title IX: <https://titleix.ufl.edu/>
- RESPECT: <https://respect.ufsa.ufl.edu/>

