**Appendix (ii)**

**De-escalation Script**

An emotionally aroused child (angry or upset) may not be able to think calmly or logically about what is happening. Their behaviour is giving us a message about how they feel. To avoid the situation from escalating, we need to:

Acknowledge

Empathise

Reassure

Direct

The following script can be used:

A: I can see and hear that you are feeling upset right

 now.

 (*Mood match with your tone of voice, starting with a voice that is*

 *controlled, but also sounding emotionally charged. As they engage with*

 *you, model gaining control and gradually bring your voice down.)*

E: I would be upset too, if………….

 (*State what has happened to upset the child)*

R: It’s OK to feel upset.

D: When you are ready to………..

 (*State what it is they need to do)*

I will know when you are ready because…….

You may also go on to say:

 I need you to be safe/ behave in a safe way.

 I am going to do………… now, but I will check to see if you are

 ready.

REMEMBER!

Say as little as possible!

BACK OFF –If possible!