

GROUNDING GUIDE:

De-Escalation and Conflict Awareness

Conflict and tension are part of life — and they're part of this work. Escalation can appear in many ways; it could be a raised voice, an urgent demand, or a silent shutdown. This module invites you to notice your own energy, read the room with care, and respond in ways that reduce harm — not add to it.

Because when emotions rise, your very presence is part of the care.

Your Presence & Awareness is a Tool

You don't need the perfect words during high intensity times. You need a grounded presence. Before you even speak, your body, tone, and pacing are already setting the tone for the moment. This gives you the opportunity to become the calm in the room.

Before things get tense, ask:

- "Where am I right now — green, yellow, or red?"
- "What's my current tone and pace?"
- "What energy am I bringing into this moment?"

The earlier you notice, the easier it is to shift.

Quick Tools for De-Escalation

These short, simple tools work — especially in high-stress moments:

- Lower your voice — it signals safety
- Use fewer words — let tone speak louder than language
- Create space — physically or emotionally
- Offer a choice — even small ones rebuild agency
- Slow your movements — teach the room calm with your body
- Use their name — this humanizes the moment
- Anchor yourself first — one breath, feel your feet, then respond

Try saying:

"Let's pause."

"Would you like to wait here or step outside?"

"You're not alone. We'll figure this out."

Reflection Prompts

These questions are designed to support insight and connection — not judgment.

What's my go-to reaction when things feel tense?

→ Do I shut down, rush, raise my voice, avoid, or remain open and calm?

What's one thing I can do to soften a conflict instead of escalate it?

→ Is it deepening my breath, slowing my body, or being more intentional with my words?

What does it mean to offer calm, even when things aren't calm around me?

→ And what do I need in order to do that?

Use This in a Team Setting

These ideas can bring this Module into shared spaces with care:

Start-of-shift or meeting ideas:

- Ask: "What helps you feel steady in tense moments?"
- Invite one grounding practice together — even 15 seconds of silence.

During a conflict:

- Use a shared phrase like: "Can someone tag in for me?"

End-of-shift reflections:

- "What helped me stay grounded today?"

💬 Remember, de-escalation isn't just a reaction within conflict. It's a way of being — practiced over time.

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