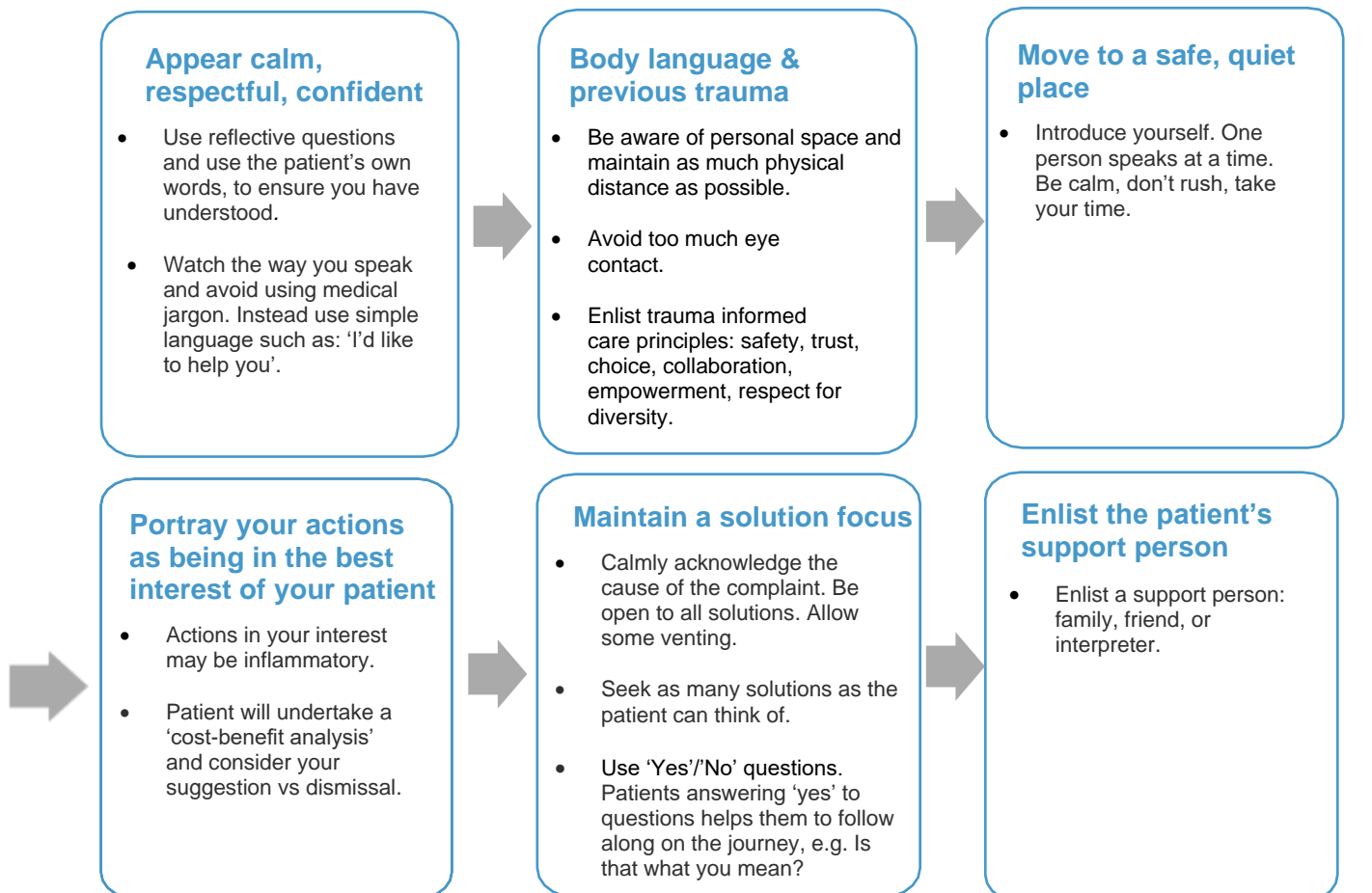


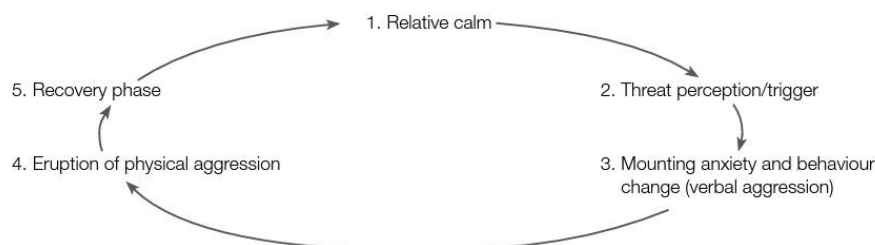
Whole of Practice Resources

De-escalation flow chart

Consider pre-planned exit strategies to de-escalate a situation. For example, an excuse to leave the room due to duress/alarm. Do not tolerate abuse. Acknowledge your gut feeling and if feeling unsafe, leave the room and immediately alert staff. If you feel safe intervening and believe there is no risk to staff, then follow the following steps:



The cycle of aggression – avoidance is key



Warning signs:

- veiled or overt threats
- outbursts of anger
- violent gestures or speech
- intense staring or avoiding looking at you
- refusal to communicate
- harmful, violent thoughts
- warning signs from early episodes of past history.

References:

1. RACGP 2011, [General Practice: A Safe Place: tips and tools](#), RACGP, viewed May 2022.
2. YouthAOD Toolbox, d. [Employ diffusing techniques](#), The Centre for YouthAOD Practice Development, viewed May 2022.