

De-Escalation & Conflict Resolution Key Notes

EARLY, CONSTRUCTIVE AND PRO-ACTIVE ENGAGEMENT LEADS TO WIN-WIN SOLUTIONS

When facing conflict, first identify *if violence is imminent*:
YES? Get Help!

What does Get Help look like in your workplace?

NO? Proceed to ARCS model

Flashpoints are the kind of things that can trigger conflict.

If you know the what the flashpoints of conflict may be in your workplace, you can engage early and prevent conflict from escalating

ARCS MODEL

A = ACKNOWLEDGE + REQUEST BEHAVIOR CHANGE

Acknowledge that the person is upset and if needed, ask them to be respectful

R = RESTATE + REFLECT

Instead of arguing, mirror back what you have heard from the person

C = CONSEQUENCES

Let the person know the impact of their behavior and potential consequences

S = SOLUTIONS

Validate the person's frustrations and offer action that you can control

Navigate difficult conversations with the
WIN-WIN COMMUNICATION MODEL

Present
calm but firm body language
and give the person your
full attention for win-win communication

YOUR MESSAGES SHOULD BE:

- **RESPECTFUL & CLEAR** – be aware of your language
- **FOCUSED ON THE INTERESTS** – what does the person want?
- **HARD ON THE PROBLEM** – tackle the problem!
- **SOFT ON THE PEOPLE** – be gentle on the people and consider their experience

Alberta

