

Mastering the Art of De-Escalation – Dana Lynn Bernstein, PCC

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Book: [It's the Thought That Counts: Mastering the Art of YOU vs you](#)



Conflict Resolution via Self-Awareness

- Identify Your Best Self (The WHO)
- Pause, Ponder, Pivot = The Space Between Stimulus & Response
- Break Down the Conflict Mountain into Smaller Pieces

◆ Calling Up Your Best Self

- Pre-Think: Practice Mantra before Conflict arises
- In-The-Moment Strategy: Have a Ready Tactic (Pause, Breathe, Visualize)
- Mirror Rule: People mirror your Energy, Show What you want to Receive

◆ Roots of Conflict

- High Stakes
- Opposing Viewpoints / Different Opinions
- Emotional Weight or Past Trauma
- Power Imbalance
- Lack of Psychological Safety, Trust, Clarity

◆ The 3 Core Reasons You Get Upset (internal and external focus)

1. Unfulfilled Expectations
2. Thwarted Intentions
3. Undelivered Communications

◆ De-escalation & Communication Strategy

1. Separate People from the Problem
2. Focus on Interests, Not Positions
3. Invent Options for Mutual Gain
4. Use Objective Criteria (Industry Standards)

◆ De-escalation Tactics (How-To)

- Listen Actively (No Interrupting)
- Read Body Language

- Say “AND” Not “BUT”
- Flip it to a Learning Conversation
- Partner, Not Opponent
- Change Venue / Take Breaks
- Stack Small Yeses for Momentum

◆ **De-escalation Strategy: CLARA**

Calm

Listen

Affirm (You can Affirm without Agreeing)

Respond Respectfully

Add/Ask for Shared Understanding

◆ **Things Under Your Control**

Words

- Verbal
- “I” Statements
- Disarm with Kindness
- Use Silence
- Neutralize Threats
- Acknowledge Others

Body Language

- Use Open Gestures
- Maintain Neutral Facial Expressions

Mindset

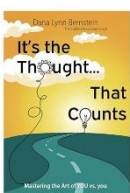
- Don’t take Things Personally
- Exercise Emotional Regulation

Emotional

- Respect Feelings
- Stay Calm, Speak Clearly

◆ **For Effective Communication**

- Pre-Plan: Role-Play, List Pros/Cons, Anticipate Reactions
- Find Shared Value: Agree on Common Ground
- Know Your Why: Understand Effects of Actions



[Happy Reading!](#)