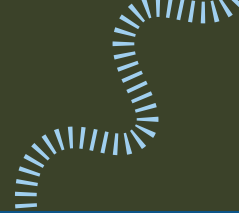




DE-ESCALATION AT A GLANCE

Your 3-minute reference for the calls that matter most



01 The Signal Spotter

RECOGNIZE – Catch it before it spikes



Verbal

- Repeated phrases
- Rising volume
- Interrupting



Emotional

- Frustration language
- Personal accusations
- “Nobody ever helps me”



Behavioral

- Demands supervisor
- Threatens to cancel
- Long angry silence



02 The 3R Framework

RESPOND – The 3R Framework

REGULATE	REDIRECT	RESOLVE
Lower your voice. Use their name.	Move to a solution space. Give them control.	One clear next action. Confirm.
<i>“I hear you – let’s figure this out together.”</i>	<i>“Here’s what I can do right now...”</i>	<i>“Does that work for you?”</i>



03 Post-Call Reset

RECOVER – Before your next call

Recover (30 Seconds)	Document (2 minutes)
<ul style="list-style-type: none"> Take one full breath Reset posture and tone Flag it if you need a break 	<ul style="list-style-type: none"> Customer name Correct Issue category Resolution offered Escalation level reached Follow-up required? Yes / No

