stand2

DE-ESCALATION QUICK GUIDE

LEAPS



The **model of communication** for staff who deal with angry customers, patients and clients.

When someone is upset, they need to feel heard before they can think. LEAPS gives you the order to do it in, so you stay calm and in control.

THE FIVE STEPS, IN ORDER — What to say at each step

L — Listen
Let them get it all out. Don't interrupt or defend, and show you're paying attention.
"Go on, I'm listening. Tell me what's happened."

E — Empathise
Acknowledge the feeling, even when you can't give them what they want.
"I can see why that's frustrating. I'd be annoyed too."

A — Ask
Open questions get you to the real problem behind the anger.
"What would sort this out for you today?"

P — Paraphrase
Say it back in your own words, so they know you've understood.
"So you've called three times and nobody has rung you back?"

S — Summarise
Recap the problem, then agree what happens next and when.
"Here's what I'll do, and you'll hear from me by three o'clock."

WHEN TO STOP

LEAPS works while someone is upset but can still listen. If they threaten you, keep escalating or you feel unsafe, stop trying to resolve it: create distance, get help and follow your organisation's procedure.