

De-escalation Tool for Medical Office Staff (HEARD+D) ON-PHONE



- 1

Hear

Listen actively and model calmness.
- 2

Empathize

Acknowledge and validate their feelings and experiences.
- 3

Assess

Assess the situation and yourself. Recognize your emotional state and biases and ask for help if needed.

- 4

Resolve

Inform and offer solutions.
- 5

Defuse

Set clear boundaries and protect yourself.
- 6

Document

Notify your manager and chart the incident.

