

8. Deescalation Practice

- Not everyone relishes role-play so encourage people to see the Breakout Rooms or the discussion groups as safe spaces.
 - Timings are critical. If delivering online, you will need to use Breakout Rooms or, if in-person, ask pairs to spread out around your room. Twos are best, but depending on numbers, groups of three are OK. In this case the third person is an observer and can give feedback. After 2 minutes ask people to swap roles. If they are a group of three the change over will need to be quicker.
 - Some people find role-playing upsetting. If people are uncomfortable doing this, they can split into pairs and discuss the issue using active listening. This means taking turns to listen. Giving full attention without thinking about what they are going to say when it's their turn to speak, and without interrupting.
 - Always give the option not to take part
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