

BLUF

BOTTOM LINE UP FRONT



De-Escalation Strategies

The **BLUF** highlights what we at **The Threat Lab** are watching, listening to, reading, and thinking about. In this issue, we feature three artifacts that discuss de-escalation strategies for the workplace.



ARTICLE

From Liane Davey's article, **How to De-Escalate an Argument with a Coworker**, "Sometimes conversations with colleagues get heated. Whether it's because of a miscommunication or misaligned goals, you won't be able to find a solution if you're both talking past each other or yelling. If you want to take a discussion from overly heated to calm and cool, don't rely on your instincts (which are generally useless). Instead, follow these five principles."

Read the article

<https://hbr.org/2017/06/how-to-de-escalate-an-argument-with-a-coworker>



ARTICLE

From Brian O'Connell's article, **Settling Conflicts in a Remote-Work World**, "Now that the COVID-19 pandemic has introduced a widespread telecommuting culture that many workplaces plan to continue, new problems are arising for managers. With team members working remotely, on-the-job conflicts happen digitally, with disagreements carried out not through face-to-face arguments, but over e-mails, texts and intraoffice channels like Slack...In the absence of face-to-face interaction, staffers may misinterpret another employee's intentions, actions or reactions."

Read the article

<https://www.shrm.org/resourcesandtools/hr-topics/people-managers/pages/remote-worker-conflict.aspx>



VIDEO

From the GCF Global video, **De-Escalating an Argument**, "Disagreements happen all the time in the workplace; they're completely normal. But when they grow into arguments, that can be a problem. If you find yourself in an argument, your priority should be to de-escalate the situation before things get out of hand."

Watch the video

<https://www.youtube.com/watch?v=eR8Zzp6E8sI>

The Defense Personnel and Security Research Center (PERSEREC) founded **The Threat Lab** in 2018 to incorporate the social and behavioral sciences into the mission space. The BLUF is made possible by the support of the National Insider Threat Task Force. To be added to our distribution list, please email dodhra.ThreatLab@mail.mil.

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