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