



# Confrontation and De-escalation for a Safer Workplace

Presented by  
Gary Sheely



## Definition of Tactical Confrontation:

**“Confrontation is asking another person to change their behavior, attitude or policy, or to engage in dialogue about a problem.**



# The Oversimplified Formula that nearly always goes poorly...

1. Identify the Unacceptable Behavior
2. Describe the Negative Consequences
3. Explain what you Need .
4. Make a Request. .

# The Winning Formula...

1. Identify the unacceptable behavior without an evaluation.
2. Describe the negative consequences of their behavior without an interpretation.
3. Explain what you need.
4. Make a Specific request.

# 7 Types of Evaluations that we all use every day, which poison the confrontation the moment you open your mouth:

1. Diagnosis or Lecture

5. Labels

2. Absolutes

6. Exaggerations

3. Overgeneralizations

7. Unwarranted Assumptions

4. Subjective Comparisons





# The *LEARN* Response to Anger

Listen

Empathize

Ask

Restate

Narrate from the beginning