

# **STRATEGIES**

## FOR MANAGING DIFFICULT SITUATIONS

### **DIRECT:**

Take action regarding the situation; say something.

### **DISTRACT:**

Draw attention away from the conflict;  
change the context.

### **DE-ESCALATE:**

Lessen the tension in the situation.

### **DEPART:**

Respectfully exit the situation.

### **DELEGATE:**

Ask for support. Consider your resources.  
Who can help?

### **DOCUMENT:**

Document what you witnessed or experienced;  
report as necessary.

