Dispute Resolution Center
OF THURSTON COUNTY

Conflict SMART Worksheet
Video 3: De-Escalation

C.A.L.M.S Method

C	Create Space
A	Acknowledge Emotions
L	Listen Deeply
M	Moderate/Mindful
S	Share Solutions

"The escalation isn't just about avoiding conflicts; it's about transforming heated moments into opportunities for genuine understanding"

Ready, Set, Go: Try listening for unmet needs/values and asking, *"is this true for you?"* to ensure for understanding.

Let's go over how to use the C.A.L.M.S. method.

C*reate Space:* How could you pause before reacting?
Example: Take a breath, stepped away, count to five, stayed silent.

A*cknowledge Emotions:* What emotions were present, for you and the other person?
Example: Some acknowledgments can look like, "It sounds like you are frustrated…" or "I hear you value…"

L*isten Deeply:* What questions can help listen for values or unmet needs?
Try the three golden questions, you can ask yourself or the other person:
- What is your greatest concern?
- What do you most want to see happen?
- What do you most want (the other person/me) to understand?

M*oderate/Mindful:* How did you stay grounded or regulate when emotions rise?
Example: Notice your body language, slow your speech, stay curious.

S*hare Solutions:* Practice offering a collaborative next step.