

THE **DO'S** AND **DO NOT'S** OF **VERBAL INTERVENTION**

DO'S

- Be mindful
- Be calm
- Be consistent
- Be clear and concise
- Be aware of non-verbal cues
- Isolate the situation
 - manage and resolve the emotions before moving on

DO NOT'S

- Make false promises
- Take it personally
- Be threatening
- Over-react
- Use jargon
- Engage in power struggles
- Reference past scenarios

