



ACUE

Student Success
Through Exceptional
Teaching

De-Escalation Resources

There may be times when you encounter hot moments that require additional strategies or assistance. The following are additional resources taken from a variety of sources that you might find informative, but it is always best to refer to your leadership and institution's policies and procedures on how to handle conflict on your campus.

Crisis Prevention Institute. (2022, June 28). *CPI's top 10 de-escalation tips revisited*. Crisis Prevention Institute. <https://www.crisisprevention.com/Blog/CPI-s-Top-10-De-Escalation-Tips-Revisited>

Rosenberg, M. B. (2015). *Nonviolent communication: A language of life* (3rd ed.). PuddleDancer Press.

Thomson, G. J. & Jenkins, J. B. *Verbal judo: The gentle art of persuasion*. (2013). William Morrow.

University of Colorado Boulder. (2018, November 13). *From student affairs: De-escalating conflict with students*. CU Boulder Today. <https://www.colorado.edu/today/2018/11/13/student-affairs-de-escalating-conflict-students>