

# 5 STEPS FROM CRISIS TO C.A.L.M.

Certain words, actions, and techniques can be tools to defuse a heightened emotional state and facilitate calm, increasing the opportunity for an effective resolution.

The five steps to get from crisis to calm are:

- PERFORM A THREAT ASSESSMENT
- MAINTAIN A TACTICAL ADVANTAGE
- CONTROL EMOTIONS
- USE ACTIVE LISTENING
- PROVIDE ALTERNATIVES FOR A PEACEFUL RESOLUTION



For more officer safety and wellness resources, visit [bjaj.ojp.gov](http://bjaj.ojp.gov).



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