

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

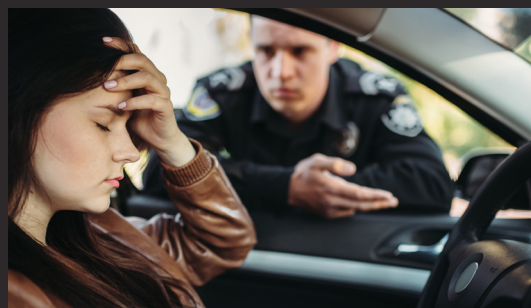
Certain words, actions, and techniques can be tools to defuse a heightened emotional state and facilitate calm, increasing the opportunity for an effective resolution.

The five steps to get from crisis to calm are:

- 1. PERFORM A THREAT ASSESSMENT
- 2. MAINTAIN A TACTICAL ADVANTAGE
- 3. CONTROL EMOTIONS
- 4. USE ACTIVE LISTENING
- 5. PROVIDE ALTERNATIVES FOR A PEACEFUL RESOLUTION



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



**BJA**  
Bureau of Justice Assistance  
U.S. Department of Justice



This project was supported by Grant No. 2019-VI-BX-K001 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the Office for Victims of Crime, and the Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice.

MANAGED BY  
**IIR**  
Institute for Intergovernmental Research