

REMEMBER YOUR **C.A.L.M.**  
**CONTROL  
EMOTIONS**

**5 STEPS  
FROM CRISIS  
TO CALM**

**NUMBER THREE:**

Avoid being provoked into an emotional response.

Every movement, every action, and every word either contributes to combative energy or a calm interaction.

Be aware of your words, facial expressions, and body language.



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



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