

Assess and defuse

Safety comes first. The goal is to defuse the situation. Rehearse strategies so that staff can act with confidence in times of challenge.

- Stop and think before acting.
- If the student has a support plan, follow the processes outlined in this plan.
- Adopt a calm manner.
- Use [de-escalation strategies](#) outlined in the previous section of this guide.
- Connect with ākongā using [relational approaches](#).
- Remove other students from the area or remove the student to another space or another room. Ask for the student's cooperation to do this, offering high probability instructions. For example, say, "Would you like to visit Mr Williams or have some time in the library corner?"
- Seek help from other staff using school systems and protocols. When possible, get support from people who have strong positive relationships with ākongā.
- Assist rather than punish the student. Punishing can escalate a situation.

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