

# Appear calm

Reasoning with an enraged person is not possible. Your only objective should be to reduce the level of arousal so that discussion becomes possible. We are all driven to fight, flight or freeze when scared. However, to calm down someone who is angry or upset you must appear to be calm yourself, even if you aren't.

**Source:**

Keeping ambulance officers safe | Tasmanian Department of Health  
<https://www.health.tas.gov.au/hospitals/ambulance/ambulance-services-tasmanians/keeping-ambulance-officers-safe#learn-techniques-to-help-us>

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