1. Stop what you are doing
2. Pause to calm yourself, step back, take a deep breath, have a quick glass of water
3. Give full attention, seek eye contact at their level and listen
4. Empathise with the feeling even if the behaviour is unacceptable - “I can see you are angry, and it’s not OK to shout, hit out”
5. Say “it is time to calm down” in a calm voice and repeat as necessary
6. Younger children may benefit from a safe, calming place e.g. cushion, den to recover
7. Think about using a calming visual object to help recovery
8. Stay with them if they need your help to calm themselves
9. If hurting themselves or others, place a gentle hand over theirs and say “no, I can’t let you do that”
10. Welcome them whenever they are ready to re-join what is happening