



A de-escalation tool for navigating verbal conflict & identifying needs.

C

Check In: Are you in a place where you can drop your ego & recognize the other person's humanity?

L

Listen: Search for the feelings, needs, & fears behind their words. What are they saying, or not saying?

A

Affirm: Reflect back what they say & affirm their humanity, dignity, safety, & belonging.

R

Respond: Offer open-ended questions to help them reframe the situation & find a sense of grounding.

A

Add: Offer any helpful information, resources, or possible solutions you have. Make sure to honor your capacity & boundaries!

People respond with intensity & conflict when their needs go unheard and unmet. CLARA helps us figure out how to navigate conflict without causing harm or using violence.