Roleplay de-escalation techniques

# Challenging behaviour scenario

In a Diploma of Community Services session, Sandra and Kayleigh are discussing a case study.

Kayleigh suggests a compassionate approach to handling an agitated service user, but Sandra, leaning forward with crossed arms, interrupts her: "That’s never going to work."

As Kayleigh tries to explain, Sandra raises her voice, saying, "You don’t get it—it’s different in real life."

Kayleigh becomes visibly uncomfortable.

As the trainer, your task is to de-escalate the situation, calm Sandra, and ensure Kayleigh feels supported while refocusing the group on respectful dialogue.