Roleplay de-escalation techniques

# Challenging behaviour scenario

In a Certificate IV session on event management, Asser is assigned to lead part of a mock event setup. As the time approaches, he begins to breathe heavily, shifting nervously in his seat. When asked to present his plan, he immediately says, "I can’t do this," and crosses his arms defensively. He starts apologising repeatedly and refuses to stand up, visibly distressed. As the trainer, your role is to de-escalate Asser’s anxiety, offer him an alternative path to participation, and ensure the group stays focused on the exercise.