

WARNING SIGNS

POSSIBLE RESPONSES

CONFUSION

Behavior characterized by bewilderment or distraction. Unsure or uncertain of the next course of action.

- * Listen to their concerns
- * Ask clarifying questions
- * Give them factual information

FRUSTRATION

Behavior characterized by reaction or resistance to information. Impatience. feeling a sense of defeat in the attempt of accomplishment. May try to bait you.

- * See steps above
- * Relocate to quiet location
- * Reassure them
- * Clarify concerns

BLAME

Placing responsibility for problems on everyone else. Accusing or holding you responsible. Finding fault or error with the actions of others. They may place blame directly on you. Crossing over to potentially hazardous behavior.

- * See steps above
- * Disengage
- * Bring second party into discussion
- * Use teamwork approach
- * Draw client back to facts
- * Use probing questions

ANGER – JUDGEMENT CALL IS REQUIRED

Characterized by a visible change in body posture and disposition. Actions include pounding fists, pointing fingers, shouting or screaming. **This signals very risky behavior.**

- * Utilize venting techniques
- * Do NOT offer solutions
- * Do NOT argue
- * Prepare to evacuate or isolate
- * Contact supervisor or security

HOSTILITY – JUDGEMENT CALL REQUIRED

Physical actions or threats which appear imminent. Acts of physical harm or property damage. Out of control behavior signals they have crossed over the line.

- * Disengage and evacuate
- * Attempt to isolate the person
- * Alert supervisor / contact security

PERSONAL CONDUCT TO MINIMIZE VIOLENCE

Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone – DISENGAGE.

DO

- Project calmness. Move and speak slowly, quietly and confidently
- Be an empathetic listener: Encourage the person to talk and listen patiently.
- Focus your attention on the other person to let them know you are interested in what they have to say.
- Maintain a relaxed yet attentive posture.
- Acknowledge the person's feelings. Indicate that you can see that they are upset.
- Establish ground rules if unreasonable behavior persists. Calmly describe consequences of unacceptable behavior. Set limits.
- Use diversion tactics which will give the person time to calm down – such as a glass of water / coffee.
- Be reassuring and point out choices. Divide the big problem into smaller more manageable problems.
- Accept criticism in a positive way. If the criticism seems unwarranted, ask clarifying questions.
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DO NOT

- ✓ Initiate hostile response such as apathy, brushing off, coldness, condescension, go strictly by the rules or give the run around.
- ✓ Reject all of client's demands from the start.
- ✓ Finger point or convey negative body language – crossed arms, hands on hips, distorted face or prolonged eye contact.

- ✓ Make sudden or threatening movements. Notice your tone, volume and rate of speech.
- ✓ Challenge, threaten or dare the individual. Never belittle or make the other person feel foolish.
- ✓ Criticize or act impatiently toward the agitated individual.
- ✓ Try to make the situation seem less serious than it is.
- ✓ Make false statements or promises you cannot keep.
- ✓ Try to impart a lot of technical or complicated information when emotions are high.
- ✓ Take sides or agree with distortions
- ✓ Invade the individual's personal space. Keep 3-6 feet between you.