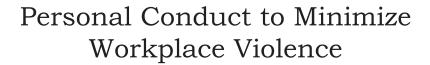
WORKPLACE VIOLENCE





The following suggestions are designed to assist in your daily interactions with deescalating potentially violent situations. If a person's behavior escalates beyond a reasonable level or they become physical - Disengage and immediately call 911.

DO:

- ♦ Project calmness
- ♦ Listen Encourage dialogue
- Project a relaxed and attentive posture
- ♦ Acknowledge feelings to indicate you know they are upset
- ♦ Establish ground rules if unreasonable behavior persists
- ♦ Calmly describe the consequences of violent behavior
- ♦ Use delaying tactics to give the person time to calm down.
- ♦ Point out choices and reassure everything will be OK
- Break big problems into small choices
- Accept criticism and ask clarifying questions
- ♦ Ask for recommendations and repeat back what is said

DO NOT:

- ♦ Accept demands from the actor
- ♦ Physically contact the other person
- Make sudden or threatening movements
- ♦ Challenge, belittle, threaten or dare the individual
- ♦ Criticize or act impatient
- ♦ Attempt to bargain
- ♦ Try to make the situation seem less serious than it is
- ♦ Make false statements or promises you cannot keep
- Use complicated words or technical definitions
- ♦ Take sides or agree with distortions
- ♦ Get blocked from the exit



FOR EMERGENCIES, CALL 911

