Personal Conduct to Minimize Workplace Violence

The following suggestions are designed to assist in your daily interactions with de-escalating 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