SPECIFIC PROCEDURES TO HELP DE-ESCALATE VIOLENCE

These procedures to help DE-ESCALATE violence will fall into 4 categories:

1. Situation
2. Subject
3. Self
4. Words to say

1. a. Don't maneuver them, literally, into a corner
   b. Don't maneuver them, figuratively, into a corner (DON'T POLARIZE)
   c. Don't put the sun in their eyes - DON'T LAUGH AT PEOPLE
   d. Do set up an equals structure (they know you have the power)
   e. Do be calm, cool, collected, low key, courteous, formal (Mr. & Mrs.)
   f. Formality encourages the Parent in people to exercise control
   g. Formality tells the Child in people that you are helpful & non-threatening
   h. Are people forming in "knots" and organizing? (talk to them) break it up
   i. Watch the passive people around loud "leaders", they may erupt alone

2. a. Non-verbals - Wide-eyed unblinking stare, jerky movements without purpose
   b. Are they armed?, Holding something?, Cornered physically/psychologically?
   c. Are they showing threat displays: teeth, puffed up?, red?, glowing?
   d. Keep your distance from the above - agitated people have bigger space need
   e. Keep talking while assessing if they are calming down
   f. Encourage them to sit down where practical, otherwise to "settle-in"
   g. Are they using drugs?, alcohol? (how do you know?)
   h. Are they regular neurotic types?, psychotic types?, sociopathic types?

3. a. KNOW YOURSELF - WHAT ARE YOUR TRIGGERS?, "SOFT-SPOTS"?, SENSITIVITIES?
   b. Smile and greet them, introduce yourself, get their name, state purpose
   c. Take charge, be knowledgeable, let people know you know what you are doing
   d. Don't maneuver yourself into a corner
   e. If wearing a hat, tip it up slightly, (less formal, less threatening)
   f. Don't stand full-front, hands-on-hips, silvered sunglasses-on, glowing
   g. Do turn 30 degrees away from subject
   h. Keep your distance, don't get into their "safe" psychological space
   i. Promise only what you can deliver -- no false reassurance.
   j. Ask questions for data - W W W W W data questions help "ground" people
   k. Look for opportunities for light-weight talk about their interests
   l. Light-weight talk may be distracting, stroking, and calming
   m. Start talking to excessively passive people to assess potential eruption
   n. Scan the whole situation periodically to detect subtle or major shifts
   o. Separate the "loud-mouths" whenever possible from their support troops
   p. Give simple specific instruction about what to do. (please sit down)

4. a. "I want to talk with you about this situation." (emphasis on the with)
   b. "I want you to calm down now, I know that you can do that now."
   c. "You don't have to do that now. Calm down and talk to me now."
   d. "I know that this is difficult for you now."
   e. "I know that this may be fearful for you now."
   f. "Let's look for another way to solve this situation."

When in doubt about signs and symptoms being exhibited:

GO SLOW - NU Nurture - Ask easy Questions - Nurture - Be polite - Nurture

OPINIONS AND FEELINGS ARE FREQUENTLY A PERSONAL TRIUMPH OVER GOOD THINKING.
YOU DEFINE REALITY BY WHAT YOU KNOW, WHAT YOU BELIEVE, AND WHAT YOU DO ABOUT IT.

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