

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?, glowering?
 - 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, glowering
 - 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 H 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 - 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.