

6. APPENDICES

**Appendix G – Personal conduct to minimize violence**

Personal conduct to minimize violence	
<i>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.</i>	
Do	Do not
<ul style="list-style-type: none"> <li>• Project calmness, move and speak slowly, quietly and confidently.</li> <li>• Be an empathetic listener. Encourage the person to talk and listen patiently.</li> <li>• Focus your attention on the other person to let him/her know you are interested in what he/she has to say.</li> <li>• Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.</li> <li>• Acknowledge the person's feelings. Indicate that you can see he/she is upset.</li> <li>• Ask for small, specific favors such as asking the person to move to a quieter area.</li> <li>• Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.</li> <li>• Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).</li> <li>• Be reassuring and point out choices. Break big problems into smaller, more manageable problems.</li> <li>• Accept criticism in a positive way. When a complaint might be true, use statements like "You are problem right" or "It was my fault." If the criticism seems unwarranted, ask clarifying questions.</li> <li>• Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.</li> <li>• Arrange yourself so that a visitor cannot block your access to an exit.</li> </ul>	<ul style="list-style-type: none"> <li>• Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, robotism, going strictly by the rules or giving the run-around.</li> <li>• Reject all of a client's demands from the start.</li> <li>• Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact.</li> <li>• Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech.</li> <li>• Challenge, threaten or dare the individual. Never belittle the person or make him/her feel foolish.</li> <li>• Criticize or act impatiently toward the agitated individual.</li> <li>• Attempt to bargain with a threatening individual.</li> <li>• Try to make the situation seem less serious than it is.</li> <li>• Make false statements or promises you cannot keep.</li> <li>• Try to impart a lot of technical or complicated information when emotions are high.</li> <li>• Take sides or agree with distortions.</li> <li>• Invade the individual's personal space. Make sure there is a space of three feet to six feet between you and the person.</li> </ul>