

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"> • Project calmness, move and speak slowly, quietly and confidently. • Be an empathetic listener. Encourage the person to talk and listen patiently. • Focus your attention on the other person to let him/her know you are interested in what he/she has to say. • Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person. • Acknowledge the person's feelings. Indicate that you can see he/she is upset. • Ask for small, specific favors such as asking the person to move to a quieter area. • Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior. • Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup). • Be reassuring and point out choices. Break big problems into smaller, more manageable problems. • 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. • Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you. • Arrange yourself so that a visitor cannot block your access to an exit. 	<ul style="list-style-type: none"> • 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. • Reject all of a client's demands from the start. • 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. • Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech. • Challenge, threaten or dare the individual. Never belittle the person or make him/her feel foolish. • Criticize or act impatiently toward the agitated individual. • Attempt to bargain with a threatening individual. • Try to make the situation seem less serious than it is. • Make false statements or promises you cannot keep. • Try to impart a lot of technical or complicated information when emotions are high. • Take sides or agree with distortions. • Invade the individual's personal space. Make sure there is a space of three feet to six feet between you and the person.