



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 dialog
- ◇ 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

For emergencies, call 911