

Personal Safety Tips



See Something, Say Something

Always trust your hunches. If it feels wrong look closer. Safety First

- Keep buildings locked whenever public access is not necessary.
- Watch for suspicious persons or persons not having legitimate business.
- If you think you are being followed, find other people.
- Use the "buddy" system.
- Take access control policies seriously.

If a Confrontation Does Occur, These are some Safety Procedures to be kept in Mind:

- Don't be a hero. Do nothing to risk your personal safety.
- Consider all weapons, or threat of weapons, seriously, knives kill.
- Activate alarms only if you can do so without detection.
- Attempt to alert co-workers only if you can do so safely.
- Without seeming obvious, study attacker's distinguishing features.

Is the person angry? Can we safely De-escalate

Physical Organization in the Face of Aggression

- Breathe Smoothly (also called tactical breathing)
- Be at an angle (bladed stance)
- Use the stillness of your hands
or
- Use your hands as a calming force
- Give them space unless there is a good reason to take it away (don't touch them unless you have too)
- Move Slowly and smoothly
- Eye contact, Don't Stare, Don't avoid eye contact

Dealing with People across the Spectrum of Anger

- Attitude of Calm
- Greet them first
- Open ended question (door opener)
- Don't make sudden moves
- Demonstrate Empathy
- Let them tell their story
- Ask what help they need

Tactical Paraphrasing: The Gold Standard with Angry People

Sum up in a sentence what the angry person just told you in a paragraph. Show that you understand what they are trying to tell you. This shows the person you are listening

Really obvious mistakes that we shouldn't make: But we do

Bombard the subject with questions, choices and solutions
Ignore when they trespass on set boundaries
Talk down to people like they are stupid

Take it personally when they get upset
Ask "Why" to an angry person
Use global phrases like "calm down"