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
- Take it personally when they get upset
- Ignore when they trespass on set boundaries
- Talk down to people like they are stupid
- Ask “Why” to an angry person
- Use global phrases like “calm down”