

# REDUCING VIOLENCE IN THE WORKPLACE

Learn to recognize the signs when a person is agitated or not acting their usual self. Individuals that are restricted in their freedoms, movement, and or abilities tend to feel trapped and experience mood swings, especially during the holidays.

- ⇒ Respect personal space by staying arms length from one another
- ⇒ Avoid eye to eye and/or toe to toe positions
- ⇒ Be empathetic of other's feelings and resist judgment
- ⇒ Avoid frowning, folded arms and aggressive postures
- ⇒ Deflect any challenges to your authority
- ⇒ Set simple, clear boundaries and consequences
- ⇒ Find a safe location and allow person to vent verbally
- ⇒ Identify the real cause for the aggression and solutions to alleviate them
- ⇒ Stay composed and avoid overreacting



## Diffuse the Incident

*Keep arms at your side, listen to the individual, and use positive reinforcement!*

### *Optional resolutions*

*If you can, leave the situation and reschedule a visit with the individual.*

*Recruit additional assistance, either prior to or during the contact.*

*Rely on your training regarding physical force to increase personnel safety.*

**Consult your Agency's Workplace Violence policy and procedures**

**Talk down, instead of take down!**



**Remember, your approach determines response!**

