

MONTHLY

UC Medical Center SAFETY SPOTLIGHT

Poster of the Month

*Practical Tips to Help You Keep
Yourself, Your Co-workers and Your
UC Campus Safe, Healthy and Secure*

FEBRUARY 2017

Actions to Minimize V I O L E N C E

In the event that you are concerned about the escalating behavior of another person, here are some suggestions to address the behavior.

DO

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 or angry.

Ask for small, specific requests such as asking the person to move to a quieter area.

Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any inappropriate behavior.

Use delaying tactics which will give the person time to calm down. For example, get yourself or 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 probably 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.

DO NOT

Use communication that generates hostility such as apathy, the brush off, coldness, condescension. Avoid going strictly by the rules or giving the run-around.

Reject all of the individual'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 own 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 3-6 feet between you and the individual.

Source: Workplace Violence Awareness and Prevention for Employers and Employees Department of Labor and Industries, State of Washington