

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

DO	DO NOT
Project calmness, move and speak slowly, quietly and confidently.	Use communication that generates hostility such as apathy, the brush off, coldness, condescension. Avoid going strictly by the rules or giving the run-around.
Be an empathetic listener. Encourage the person to talk and listen patiently.	Reject all of the individual's demands from the start.
Focus your attention on the other person to let him/her know you are interested in what he/she has to say.	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.
Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.	Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your own speech.
Acknowledge the person's feelings. Indicate that you can see he/she is upset or angry.	Challenge, threaten or dare the individual. Never belittle the person or make him/her feel foolish.
Ask for small, specific requests such as asking the person to move to a quieter area.	Criticize or act impatiently toward the agitated individual.
Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any inappropriate behavior.	Attempt to bargain with a threatening individual.
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).	Try to make the situation seem less serious than it is.
Be reassuring and point out choices. Break big problems into smaller, more manageable problems.	Make false statements or promises you cannot keep.
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.	Try to impart a lot of technical or complicated information when emotions are high.
Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.	Take sides or agree with distortions.
Arrange yourself so that a visitor cannot block your access to an exit.	Invade the individual's personal space. Make sure there is a space of three 3-6 feet between you and the individual.