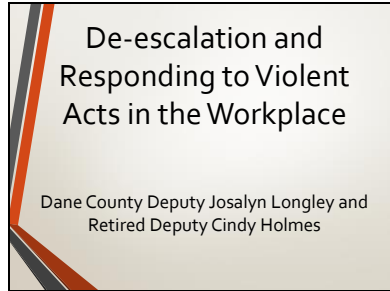


Slide 1

A rectangular box with a light beige background and a decorative border on the left side consisting of diagonal lines in orange, grey, and black. The text is centered and reads:

De-escalation and  
Responding to Violent  
Acts in the Workplace

Dane County Deputy Josalyn Longley and  
Retired Deputy Cindy Holmes

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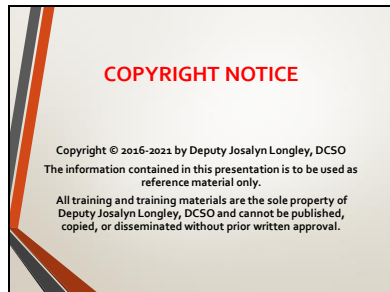
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Slide 2

A rectangular box with a light beige background and a decorative border on the left side consisting of diagonal lines in orange, grey, and black. The text is centered and reads:

**COPYRIGHT NOTICE**

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reference material only.

All training and training materials are the sole property of  
Deputy Josalyn Longley, DCSO and cannot be published,  
copied, or disseminated without prior written approval.

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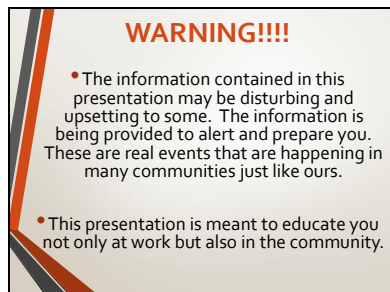
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Slide 3

A rectangular box with a light beige background and a decorative border on the left side consisting of diagonal lines in orange, grey, and black. The text is centered and reads:

**WARNING!!!!**

- The information contained in this presentation may be disturbing and upsetting to some. The information is being provided to alert and prepare you. These are real events that are happening in many communities just like ours.
- This presentation is meant to educate you not only at work but also in the community.

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Slide 4

**Training Goals**

- ✓ Risk Factors
- ✓ De-escalation Tips
- ✓ Physical Signs of Violent Behavior
- ✓ Protective Behaviors
- ✓ Workplace Violence
- ✓ See Something Say Something



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Slide 5



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Slide 6

**De-escalation experience**



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Slide 7

**Customer and Setting Related Risk Factors**

- Isolated work environment
- Working directly with people who have a history of violence, mental health issues, drug/alcohol abuse, etc.
- High Stress demands
  - Deadlines
  - Productivity
  - Finances



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Slide 8

**When Customers, Families, or Friends are Hostile to Staff....**

They are Communicating.....

- Vulnerability
- Overload of emotional stress
- Fear
- Feelings of Helplessness
- Powerlessness



Focus on their feelings when you approach the interaction.

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Slide 9

**Workplace Violence**

Don't let the Behavior ESCALATE  
Do Something!



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Slide 10

**Possible Contributing factors to Workplace Violence**

- Domestic Violence
- Substance Use/Abuse (personal/family)
- Financial Stress
- Mental Health
- Bullying
- Work related discipline/termination

Resources for you or the coworker  
your concerned about.  
Reach out to EAP, Pastoral Care, Manager or your own Personal Provider

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Slide 11

**Mental Preparation**

**Mental Scripting**  
*"If this.....then that"*

*"The body can't go where the mind  
hasn't been"!*

*Role Play*

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Slide 12

**De-escalation Tips**



- Non Physical skills for intervention
- Reasoning with a enraged person is not possible
- De-escalate so that discussion can become possible

***You need to keep yourself safe!***

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Slide 13

**De-escalation Tips**

- People not directly involved should be removed from the immediate area.
- You may need to relocate with individual vs others moving.



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Slide 14

**De-escalation Tips**

- Communicate the process
  - Can help with fear and confusion which can cause escalation
- Never attempt to de-escalate a potentially violent situation without calling for backup.
  - Know how to signal for help from other staff without escalating the crisis.



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Slide 15

**De-escalation Tips**

**Tone**

- For effective communication to occur your message needs to be heard.
  - Tone adds another dimension to the words you are using



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Slide 16

**De-escalation Tips**  
**ACTIVE LISTENING**  
It requires that the listener fully concentrate, understand, respond.

- Eye Contact
- No Distraction
- Smile
- Posture
- Mirroring – repeating what they said

Do you're saying a smile can save a life?  
We need to smile at each other. Today we're so focused on our devices, we're missing the moment and everyone is quiet. Sometimes we need to open our eyes, open our ears to the world and just smile and say hello... There are people who really need that smile, who desperately need that smile.

Kevin Hines, Suicide Survivor

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Slide 17

**De-escalation Tips**  
**ACTIVE LISTENING**  
The Most Important Skill is to get the person to talk.

- Minimal Encouragers
- "Mm, hmmm"
- "Yeah"
- "Go on"
- "Tell me more about that"
- "And then what happened?"
- "And how do you feel about that?"

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Slide 18

**De-escalation Tips**  
**Allow Silence**

- Sometimes allowing that moment of silence can be the best choice.
  - Don't force an answer and escalate situation.
- If the individual doesn't immediately answer a question, it doesn't mean they didn't hear you.

*Silence ISN'T EMPTY. IT'S FULL OF answers.*

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Slide 19

**De-escalation Tips**  
**Undivided Attention**

- Sometimes people feel they need to up the ante if they feel like they need attention.
- Do not try to interrupt
  - Be prepared to listen twice as much as you talk
- Conveying that through body language as well as words that you are listening.
  - This will go a lot further in calming the individual.

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Slide 20

**De-escalation Tips**  
**Refrain from Physical Contact**

- If only Verbal do not touch the customer or attempt to restrain them by hand. This may cause them to become physical.
- Not grabbing angry people - let them walk.



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Slide 21

**De-escalation Tips**  
**Self Control**

- When confronted with a difficult subject, the first step is not to control his behavior but to control your own.
- If you can't control yourself, you can't be a calming influence on the subject.
  - First manage ME, then manage the situation!

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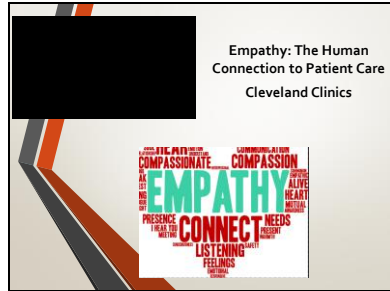
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Slide 22



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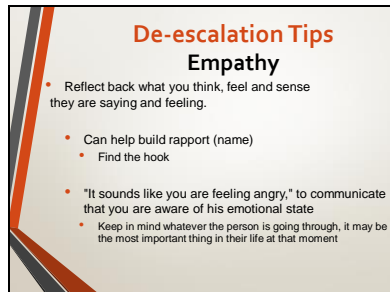
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Slide 23



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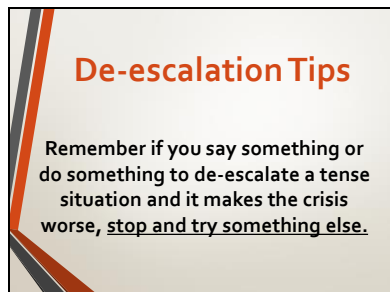
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Slide 24



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Slide 25

**Co-Worker**

What if a Co-worker is escalating the situation?



What if you see a Co-worker is in distress and incident is escalating?

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Slide 26



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Slide 27

**Be Prepared**

- Be aware of surroundings
- Your positioning in the room
- Have an exit plan
- Keep distance between you and the source
- Create barriers to prevent or slow down a threat
- Defend yourself
- **DELAY/DISRUPT** until additional assistance arrives or the subject de-escalates

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Slide 31

**Improved Defense Tools**

If the situation escalates and you cannot immediately call for help, what can you use as an Improved Defense Tool in your Workplace Setting?

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Slide 32

**Improved Defense Tools**

- Belt
- Cellphone
- Tools
- Roll of toilet paper
- Wheelchair
- Walker
- Clipboard
- Pillow
- Broom/mop
- TV remote control
- Coffee mug
- Stapler
- Coffee pot
- Chair
- Garbage can
- Handful of coins
- Laptop computer



What Else?

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Slide 33

**Considerations for Increased Response**

- Age
- Size
- Strength
- Skill level
- Influence of drugs/alcohol
- Past violent behavior of subject
- Do they have access to a weapon or dangerous tool
- How many staff in room compared to the number of subjects? Naturally, if you are outnumbered, your perceived threat level will be higher.
- How quick until another employee can help you?
  - Have they even been alerted?

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Slide 34

### Physical Threat

- MAKE YOURSELF A HARDER TARGET
  - Movement
  - Distractions
  - Create distance



The diagram shows four concentric circles representing personal space zones: Intimate space (innermost), Personal space, Social space, and Public space (outermost). Silhouettes of people are shown within these zones to illustrate the concept.

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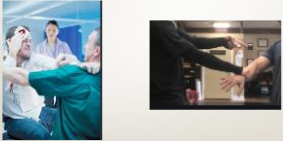
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Slide 35

### Options to disengage from physical contact



The left photograph shows a person in a green protective suit being held back by others. The right photograph shows a person's arm being pulled away from another person's hand.

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Slide 36

### Familiar yourself with warning signs that someone may becoming violent!



A cartoon illustration of a man and a woman in conversation. The man is pointing towards the woman, who is also pointing towards him, suggesting a discussion or warning.

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Slide 40



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Slide 41

**Situational Awareness**

- What if you could predict that an event is about to take place and be one step ahead as the event unfolds? Would be nice, wouldn't it?
- Paying attention to your surroundings or "situational awareness" increases your response time to safely handle an unexpected event.
- *Know what is going on around you.*

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Slide 42

**Preventative/Protective Measures**

- Strategize to manage your own behavior.
- Are there any physical objects (such as tools, office equipment, or furniture) that may potentially become weapons.
- Know your physical limitations.
  - Emotional Intelligence

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Slide 43

**Preventative/Protective Measures**

- Be cautious with what personal information you share with clients and their families.
  - Can they over hear conversations?
- Social Media – be cautious with how much information you share.



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Slide 44

**Preventative Measures for Safety**

- Be cautious when leaving work
  - Be aware if someone is following you to your vehicle or following your vehicle home
- Secure personal items at work
- Be familiar with workplace policies

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Slide 45

**Report and Communicate**



- Report concerns regarding general public to your supervisors.
  - Often times threats or safety concerns go unreported.
  - Communicate with coworkers
- If you have concerns about a co-worker report it. Don't wait until it's too late to get them help!

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