

Potentially Violent Behavior

Do:

- ✓ Call Campus Police if you feel threatened.
- ✓ Project Calmness: Move and speak slowly, quietly, yet confidently.
- ✓ Be respectful.
- ✓ Be an empathetic listener, encourage the person to talk and listen carefully and patiently (this can be hard when a person is ranting). Focus your attention on the person.
- ✓ Sit close to the door, don't get right in front of the person, and maintain a relaxed posture.
- ✓ Acknowledge the person's feelings.
- ✓ Use delaying tactics to help the person calm down. (Offer a drink of water in a paper cup). If they respond positively, use this time to call Campus Police.
- ✓ Be reassuring and point out choices.

Don't:

- ✓ Be cold or apathetic.
- ✓ Reject all demands from the start.
- ✓ Try to avoid physical contact, finger-pointing, staring, and/or invading the person's space.
- ✓ Make sudden moves that could be seen as threatening, remember to move and speak slowly.
- ✓ Challenge, threaten, belittle or dare the individual.
- ✓ Make false statements or promises you can't keep.

Signs of an Aggressive Individual

- ✓ Feelings of frustration, inadequacy, being out of control.
- ✓ Violent Outburst Verbally Aggressive—may see you as trying to control them.
- ✓ Angry at his/her world—lashes out.

Response

- ✓ Focus on diffusing the situation.
- ✓ Establish boundaries for behavior.
- ✓ Don't jeopardize your safety.
- ✓ Don't get into an argument.
- ✓ Don't touch the student.
- ✓ Don't try to resolve the crisis.

Verbal or physical threats are serious matters. If or when an individual makes a threat toward you of verbal or physical nature, you should contact Campus Police immediately to report the incident.