

## TIPS FOR DIFFUSING A HOSTILE SITUATION

- Be aware of yourself. If you are uncomfortable handling the situation, get help.
- Stay calm. Situations are much more likely to escalate if both parties get emotional.
- Look at how you present yourself. Your body language, tone of voice, and each person's personal space can send a message. Make sure you are aware of the message you are sending via non-verbal communication.
- Acknowledge the individual respectfully.
- Speak privately if possible. However, DO NOT take an aggressive person to an isolated location where you will be unable to get help if needed.
- Listen to the person's concerns. Let them know that you are listening.
- Don't impose your personal values on the person. ("You shouldn't feel that way," etc.)
- Paraphrase. This lets the person know you are listening and trying to understand them.
- Offer to provide help.
- Verbalize your concerns factually.
- Let the person know your boundaries.
- If the individual continues to escalate, step away from the situation if you can.
- Get help if you need it. Look out for each other.
- Document the facts of the incident.