

## Chapter 21-IFPO

### Crisis Intervene

# Purpose

Security professional must learn how to reduce the intensity of the person's physical, mental, emotional and behavioral reactions to a crisis. Utilizing de-escalation to stabilize a situation may help protect against a unanticipated, behavioral sudden crisis within any organization.

## Key Terms

1. Crisis Intervention
2. Disruptive Behavior
3. Management Stages
4. Levels of Behaviors
5. Nonverbal communications
6. Empathetic Listening
7. Controlling Behavior
8. Team Intervention
9. Safety Considerations

# Causes of disruptive behavior

Disruptive Behavior: *disrupts, interferes or prevents normal work functions*

1. Illness or injury: *diabetic shock, head injuries, missed medication.*
2. Emotional problems or mental illness: *can become verbally or physically disruptive.*
3. Substance/Alcohol abuse or medication reaction.
4. Stress: *inability to manage personal stress.*
  - a. *The silent Killer*
5. Anger or frustration: *lack the common decencies to behave.*

# Management stages

1. Evaluation: Investigate-who, what why and immediate dangers.
2. Planning: what needs to be done, how, what resources are required, what people require training?
3. Implement: putting the plan into action. Officer safety vital. Do not act on your own. Observe, report, await back up.
4. Document: detailed reports are required (5 W's).
5. Review: debrief, discuss, talk about the situation, what happened, what went right, what went wrong, how can you respond better next time?

# levels of behavior

1. Anxiety: *visible emotions or physical movement.*
2. Defensiveness: *starting to lose control.*
3. Anger/frustration: *loss of control.*
4. Tension reduction: *regaining control.*

Each level has a Response

1. Anxiety
  - a. *Support*
2. Defense
  - a. *Reasonable limits*
3. Anger / Frustration
  - a. *Non-Violent restraint - no pain or movement*
4. Tension Reduction
  - a. *Therapeutic Rapport- communicate and debrief*

# Protection Officer Guidelines

- ▶ Remain calm — move a little slower and speak a little lower. Remember that “ *calmness is contagious,* ” and *lead by example.*
- ▶ Act appropriately — be serious but human.
- ▶ Be objective: do not take anything personally.
- ▶ Be ready to react quickly.
- ▶ Watch for violence.
- ▶ Be ready to protect yourself.
- ▶ Be ready to protect others
- ▶ Respect personal space
- ▶ Maintain a minimum of 1 meter (3 feet)
- ▶ Stand at an angle
  - ▶ (Interview stance)

# Empathic listening

Empathic Listening *allows the interviewer to more fully understand the person in crisis*

- ▶ Do not judge - *Remain neutral*
- ▶ Don't fake attention or ignore it
  - ▶ *Encourage free following information*
- ▶ Listen carefully to the person
  - ▶ *Defuse*
  - ▶ *listen for repeated themes*
- ▶ Use silence and repeat message back to ensure understanding.
  - ▶ *Listen to what is being stated, do not interrupt. Use re-statement to show you were listening*
- ▶ Recognize their emotions (reflective listening)
  - ▶ *Reflect on what they are saying*

# Nonverbal communications

Nonverbal communications *is a message conveyed without words*

- ▶ *85% of communication is non-verbal*

Respect personal space: will differ with person

1. *1.5 to 3 feet*
2. *Avoid crowding*
3. *May change depending on age and culture*

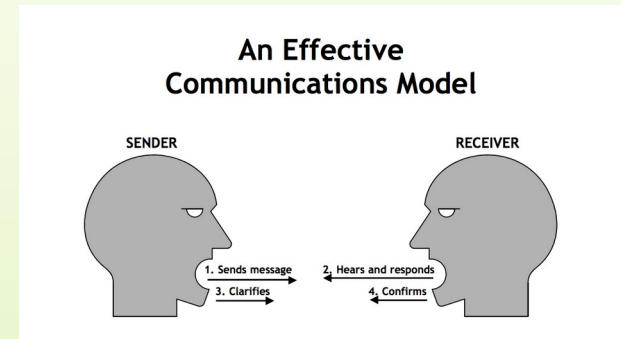
- ▶ Kinesics

Watch body posture

movement

avoid challenging person

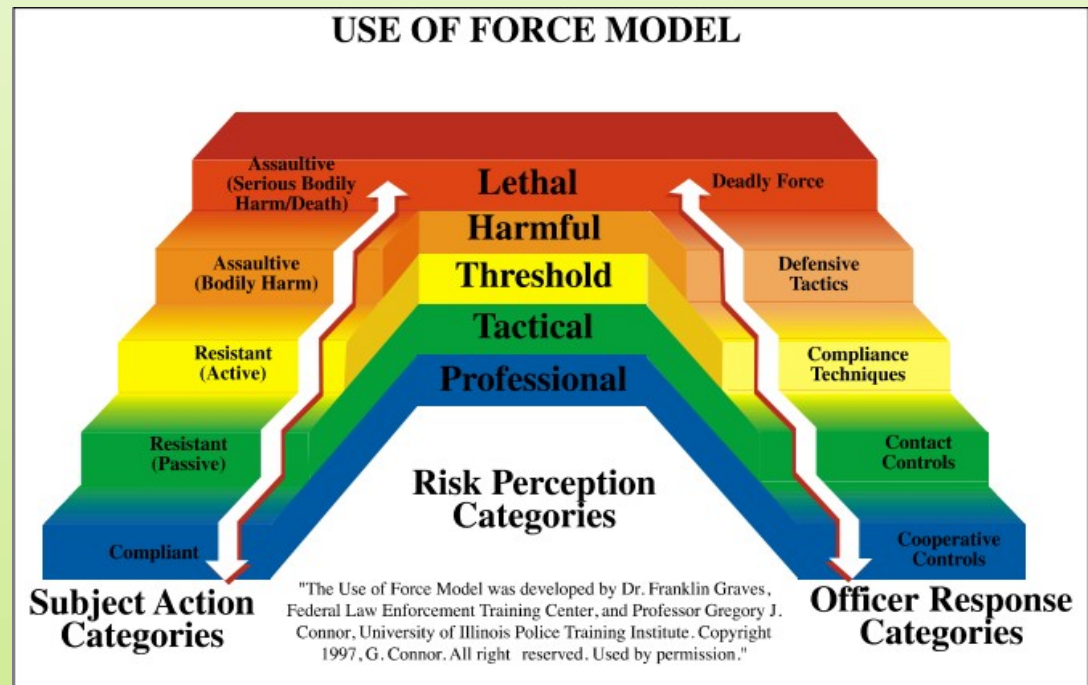
- ▶ *No toe to toe or eye to eye contact*
- ▶ Supportive stance: stand at an angle.
  - ▶ *Interview position*
    - ▶ *Provides room to escape*
    - ▶ *Officer safety*





# Controlling behavior

1. **Verbally**: watch voice tone, volume, and rate, use the person's name, maintain eye contact, be respectful to person, tell them the truth about their actions.
  2. **Chemically**: medications, etc are not usually an option.
  3. **Physically**: Use force if other options are not available. Use for compliance, personal safety and self defense.
- **Other**: pepper spray, tasers, firearms, if trained, qualified and follows company procedures.



# Team Intervention

1. *Should be no more than 5.*
2. Benefits: *safety in numbers*, watch each other's back, higher level of personal safety
3. *Professionalism*: enhanced by team support and interactions and assistance.
4. Violence is not personal: directed at team not individuals.
5. Verification: witnesses to the incident in case of complaints or legal issues.
  - ▶ *Defense the situation in a manner that reduces risk of guilt, pain or injury.*

# Leadership

## Selection of a team leader

1. The leader will likely be *the first person on the scene*. Accessibility to the scene is an important consideration.
2. The leader must be *confident*.
3. The leader must be *familiar with personnel* who occupy the facility or facilities who may be a target for a crisis.
4. The leader must *be familiar with the physical layout* of the facility.
5. The leader should, ideally, *be familiar with the acting out person or persons*.

# The leader should/must

## 1. Assess the situation

- *Determine what action will be taken.*

## 2. Formulate the action plan

- *Put it into play as quickly and effectively as conditions allow.*

## 3. Apprise the team of what is happening.

- *Each team member must know his/her responsibilities.*
- *In the event practice/drills have not been conducted, the leader must improvise.*

## 4. Begin the communication process.

- *Assess the situation.*
- *Take whatever remedial actions are warranted.*
- *Activate contingency plan(s) as required. Keep team members apprised.*

# When crisis intervention is required remember

- ▶ *Evaluate*
- ▶ *Implement*
- ▶ *Document*
- ▶ *Review*

## *Safety Considerations*

*Subjects can use anything as a weapons to include:*

- ▶ *Chairs*
- ▶ Water pitcher
- ▶ Phone
- ▶ **Glass**
- ▶ Desk accessories
- ▶ *Blunt or sharp objects*