

Phoenix Training Group

Ten Guidelines for Avoiding Assault

1. Is there Clear and Imminent Danger to Self or Others and to what degree.
2. Try to Understand the Person or Situation that you're faced with.
3. Try to Understand your Reaction to the Person or Situation that you're faced with
4. Try not to focus on the Behavior. Focus on what's behind the behavior....there's usually something behind the behavior that's causing it.
5. Try not to tell them what to do or demand their compliance. Ask for their compliance instead.
6. One Team Leader should be negotiating, not several. If more than one person is trying to de-escalate the individual, it creates a Conflict of Focus.
7. Try to initiate a Plan before entering into any potentially violent situation.
8. Work as a Team. Everyone has a role to offer in helping to de-escalate the situation.
9. Reactive Thinking always creates Primitive Responses....Critical Thinking allows a person to help solve the situation by prompting you to ask yourself questions of why the individual might be upset and what you can do to help them communicate their needs.
10. Try to always focus on the power of De-escalation, rather than giving into the weakness of over-reaction.