

School Safety Officer's Confrontation Management

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Confrontation Management



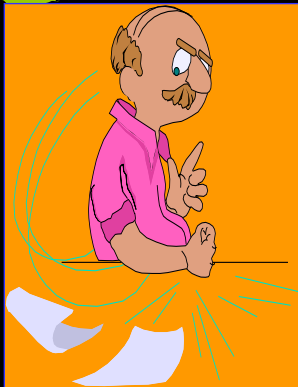
- ✓ Who Is Hostile ?
- ✓ Why Are They Hostile ?
- ✓ Where Do We Find Them?
- ✓ When Do We Find Them?
- ✓ Why Am I Here ?
- ✓ How Do I Respond ?
- ✓ How Do I Communicate With Hostile People?
- ✓ How Do I Work In A Team?

Who Are They ?



- ✓ Students
- ✓ Visitors
- ✓ Parents
- ✓ Teachers
- ✓ Neighbors
- ✓ Taxpayers
- ✓ Citizens

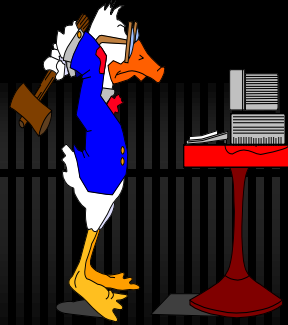
What Makes People HOSTILE ?



- ✓ Personal problems
- ✓ Poor communication
- ✓ Unmet expectations
- ✓ **Frustration**

Frustration

- ✓ Disrupted Routine
- ✓ Fear
- ✓ Antigovernment
- ✓ Embarrassment
- ✓ Emotional stress
- ✓ Incompetence
- ✓ **Bureaucracy**



Bureaucratic Red Tape

- ✓ Getting the “Run- Around”
- ✓ Rumours
- ✓ Lack of understanding
- ✓ Poor school management

Where Do We Find Them?

School Buildings

Classrooms/Portables
Halls
Restrooms
Gyms/Cafeterias
Staff Lounges
Front Offices

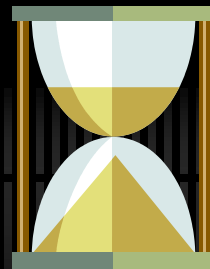


School Grounds

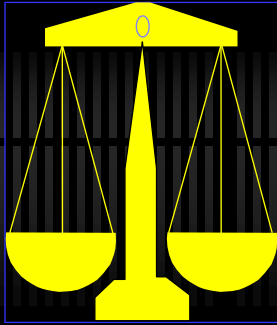
Walkways
Game areas
Parking lots
Bus stops
??????

When Do We Find Them?

- ✓ Before it happens
- ✓ Before it erupts
- ✓ When called



Why Do We Deal With Hostile People?



- ✓ Teachers need help
- ✓ Students need help
- ✓ Citizens need help
- ✓ Protect property
- ✓ OUR JOB

Why Am I Here?

✓ Protection

- ✓ Students
- ✓ Teachers
- ✓ Staff
- ✓ Parents
- ✓ Fellow Officers
- ✓ Self



Why Do We Do It ?

✓ Productivity

- ✓ Students learn better
- ✓ Teachers teach better
- ✓ Administrators leads better



KNOW THY ENEMY

1. "If you know your enemy and your self, you will not fear hundreds of battles."
2. "If your know your enemy and not your self, you will win some battles but lose something in the process."
3. "If you don't know yourself or your enemy, you will not survive."



Sun Tzu, "The Art of War"

How Do I Respond?

- ✓ Survey the situation
- ✓ Survey the victims
- ✓ Survey the subjects
- ✓ Survey the bystanders
- ✓ Avoid hasty/over-reactions

SURVEY TOOLS

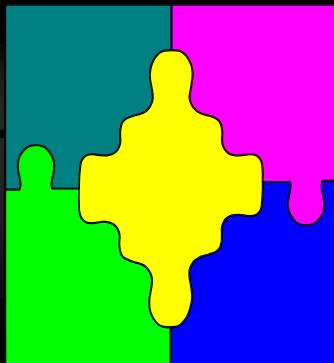
- ✓ Seeing
- ✓ Hearing
- ✓ Smelling
- ✓ Tasting
- ✓ Touching
- ✓ Training
- ✓ Experience

Confronting Hostile People ?



- ✓ Control your ego
- ✓ Use a calm voice
- ✓ Use neutral words
- ✓ Use nonthreatening body language

Three Ways To Handle Any Situation



AGGRESSIVELY

PASSIVELY

DIRECTLY (BEST)

Initial Contact

- ✓ Stay calm
- ✓ Eye contact
- ✓ Body language
- ✓ Attitude
- ✓ Space
- ✓ Equality

Listening Skills

- ✓ Stay calm and use a calm voice
- ✓ Introduce yourself and status
- ✓ Ask for and use person's name
- ✓ Eye contact
- ✓ Listen to words
- ✓ Repeat words
- ✓ Ask questions

Listening Skills (con't)

- ✓ Empathize/show understanding
- ✓ Take notes
- ✓ Paraphrase in everyday words
- ✓ Summarize situation
- ✓ Gain rapport
- ✓ Reduce environmental stress

You Are In Control If You ...



- ✓ Are a good listener
- ✓ Use the A R T method
- ✓ Get them to sit down
- ✓ Use their last name

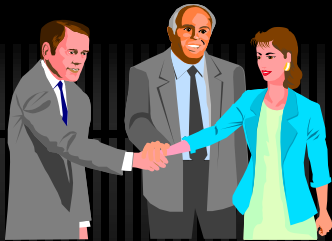
How To Tell The Hostile Person NO!



✓ S O F T E N

- ✓ SMILE
- ✓ OPEN POSTURE
- ✓ FORWARD
- ✓ TERRITORY
- ✓ EYE CONTACT
- ✓ NOD

T E A M W O R K



- ✓ Introduce a third party
- ✓ Offer to contact your boss
- ✓ Remember the Golden Rule

TEAMWORK



- ✓ Together
- ✓ Everyone
- ✓ Accomplishes
- ✓ More
- ✓ WORK

Crisis Avoided Successful Mission



- ✓ Be Proud Of Yourself
Because You Helped
 - ✓ Students
 - ✓ Teachers
 - ✓ Parents
 - ✓ Citizens
 - ✓ Fellow Officers
 - ✓ Self

Questions



Thanks For This Pleasure

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