

Workplace Violence



Personal Conduct to Minimize Workplace Violence

The following suggestions are designed to assist in your daily interactions with de-escalating potentially violent situations. If a person's behavior escalates beyond a reasonable level or they become physical . . . disengage and immediately call 9-1-1.

**For emergencies,
call 9-1-1**

What To Do . . .



- Project calmness.
- Listen—encourage dialogue.
- Project a relaxed and attentive posture.
- Acknowledge feelings to indicate you know they are upset.
- Establish ground rules if unreasonable behavior persists.
- Calmly describe the consequences of violent behavior.
- Use delaying tactics to give the person time to calm down.
- Point out choices and reassure everything will be OK.
- Break big problems into small choices.
- Accept criticism and ask clarifying questions.
- Ask for recommendations and repeat what is said.

What Not To Do . . .



- Do not accept demands from the aggressor.
- Do not physically contact the other person.
- Do not make sudden or threatening movements.
- Do not challenge, belittle, threaten or dare the individual.
- Do not criticize or act impatient.
- Do not attempt to bargain.
- Do not try to make the situation seem less serious than it is.
- Do not make false statements or promises you cannot keep.
- Do not use complicated words or technical definitions.
- Do not take sides or agree with distortions.
- Do not get blocked from the exit.

Remember this . . .

- Stay calm and listen
- Be alert to signs of escalating aggression
- Call 9-1-1 if you become afraid



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