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## WHEN UNUSUAL BEHAVIORS SIGNAL A SECURITY RISK AND WHAT TO DO

Presented by

HOSPITAL / SCHOOL / UNIVERSITY  
**Campus Safety**  
SECURITY • MANAGEMENT • PLANNING • TECHNOLOGY



# WHEN UNUSUAL BEHAVIORS SIGNAL A SECURITY RISK AND WHAT TO DO

**TWG** | the wright  
group

*We Conduct Business the Right Way . . . Quickly, Efficiently and Confidentially.*

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**M.O.A.B.** is an in-depth course that teaches individuals how to recognize, reduce, and manage violent and aggressive behavior.

# Objectives

1. Learn to be proactive about personal safety to minimize the risk of being a victim.
2. Learn how to manage fear and anxiety during stressful situations.
3. Learn how to evaluate levels of aggression and how to communicate with people in those states.
4. Learn about and practice skills to use when threatened.

# Strategies for Preventing and Diffusing Aggressive Behavior

- **Prepare yourself mentally**

Communicate  
non verbally

Listen effectively



# Strategies for Preventing and Diffusing Aggressive Behavior

- **Communicate verbally**

Manage the stages of conflict

Approach individuals properly



# Behavior & Intervention

Anxious = Supportive

Verbal = Assertive

Aggression

Physical = Defensive

Aggression

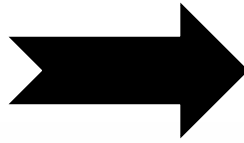


# Anxiety = Supportive





# Verbal aggression = Assertive



# Physical Aggression = Defensive



Plan  
+  
Identify  
+  
Act

# Mental Conditioning

The systematic mental repetition of some image, activity, or behavior with no observable movements.

# Mental Conditioning

## Why do we need to do it?

- Enhance learning and retention of new skills
- Eliminate ineffective skills or habits
- Control stress



# Mental Conditioning WHY?

- Improve decision making
- Improve physical performance
- Improve confidence
- Reduce the chances of PTSD





# Mental Conditioning

## – Rehearsal –

Imagining the movement activates the same areas of the brain which actually direct the muscles that produce the movement.



# Mental Conditioning

Step 1 – Relax

Step 2 – Mental Exercise

Step 3 – Recover

Step 4 – Practice with Variables

# Mental Conditioning – Two Basic Skills –

- Relaxation
- Imagery



# What happens when you feel Fear and Panic?

Fear — automatic reaction to a perceived or real danger or threat. If not controlled, it gives way to panic.



# What happens when you feel Fear and Panic?

- Panic – an emotional reaction which takes the form of flight, fight, or freeze.

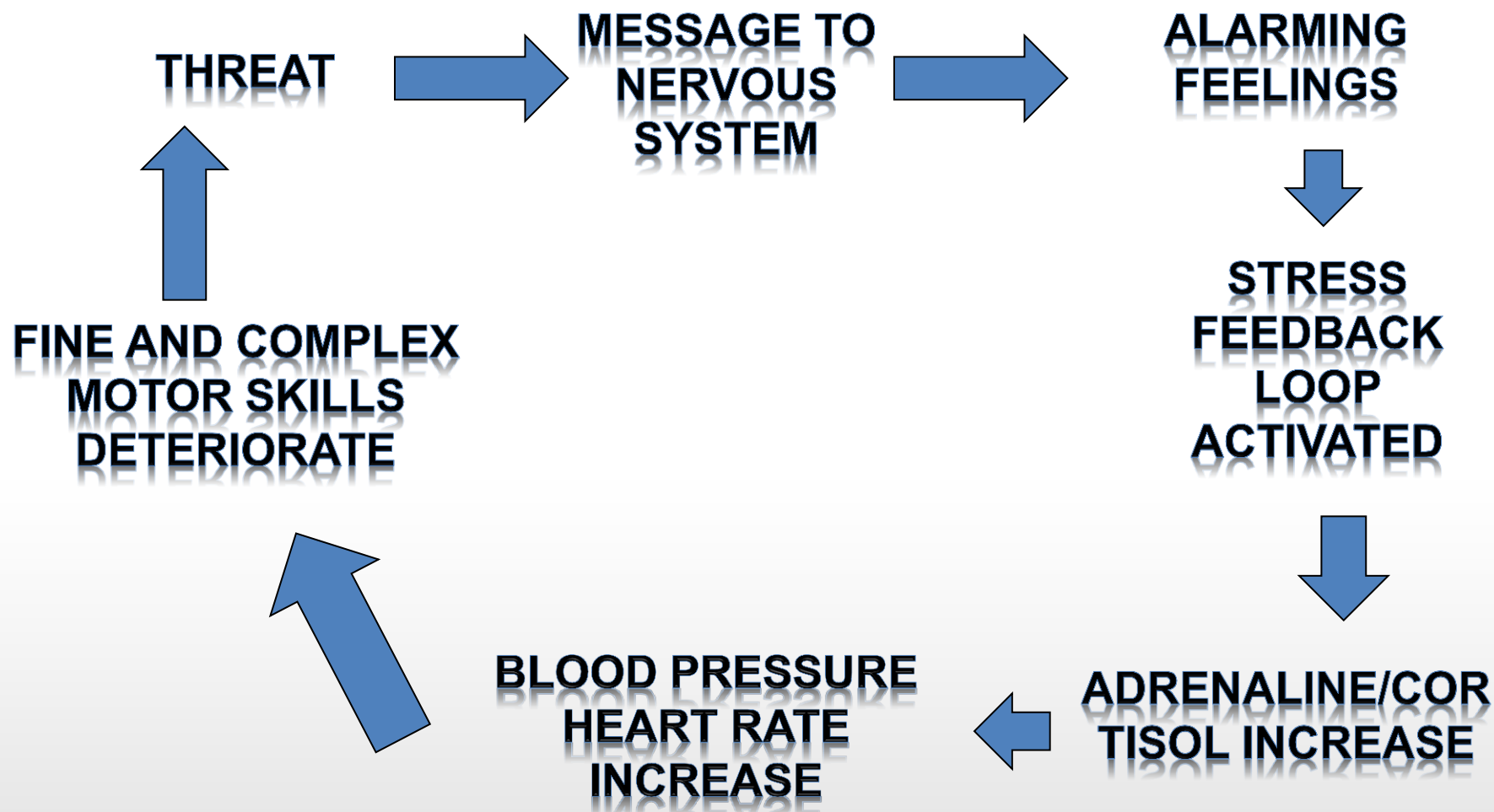


# Fear and Panic Create Dysfunction

- Thought distraction
- Slowing of time
- Tunnel vision
- Auditory exclusion
- Awareness lapse
- Freeze



# Mind and Body Stress Feedback Loop



# How to Break the Stress Feedback Loop

- Deep breaths
- Positive self talk

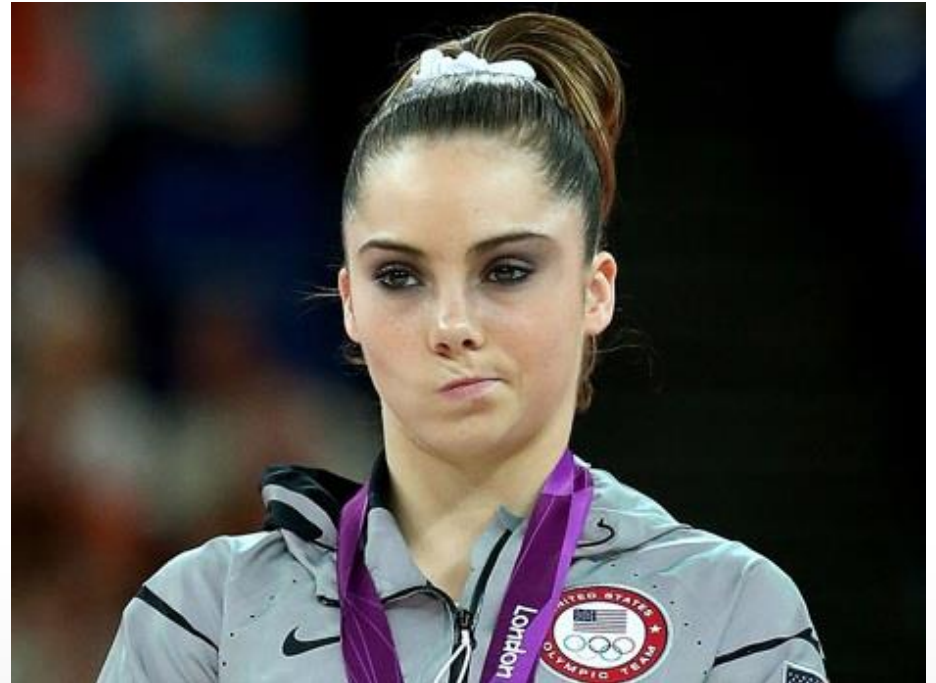


# Five Methods of Communication

- Non-Verbal
  - Listening
    - Verbal
- Reading
- Writing

# Non-Verbal Communications

- Unconscious signals sent from the brain that outwardly reflect a person's emotional state and behavior.



# Non-Verbal Communications

- Rarely are we aware that personal space, eye communications, posture, gestures, and facial expressions can tell one story while we verbalize another.



# Non-Verbal Communications

If we use or interpret body language improperly, unexpected and disastrous consequences may result.



# Non-Verbal Communications

- When verbal and non-verbal communications conflict, rely on the non-verbal signals.



# Non-Verbal Communications

## Three Categories

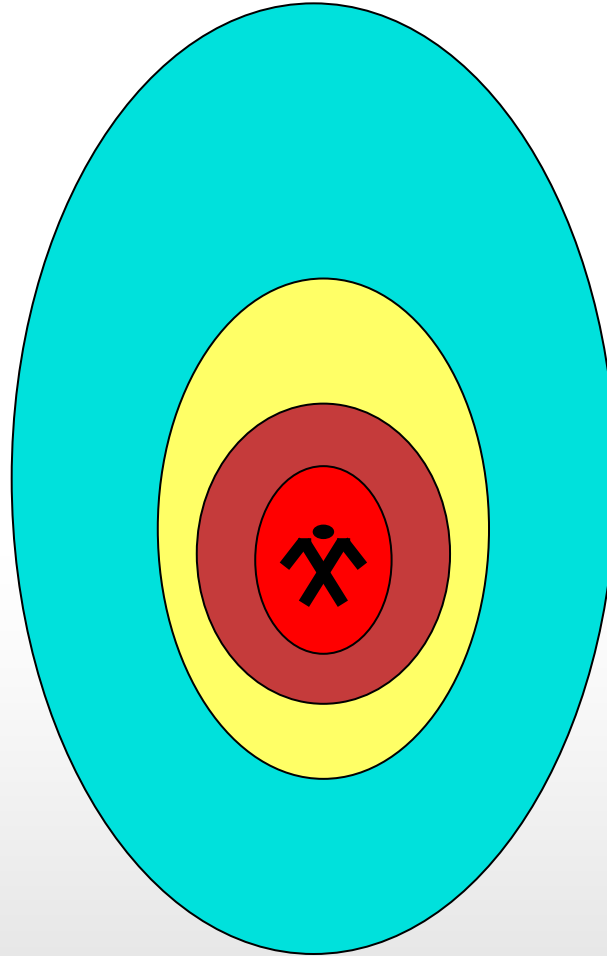
1. Personal Space & Reactionary Distance
2. Eye Communications
3. Gestures, Postures, Facial Expressions

# Personal Space

- We expect people not to intrude.



# Personal Space (This varies)



# Personal Space Varies depending on:





# Personal Space is relative to:





# Personal Space is relative to:



# Personal Space is relative to:



# Personal Space is relative to:



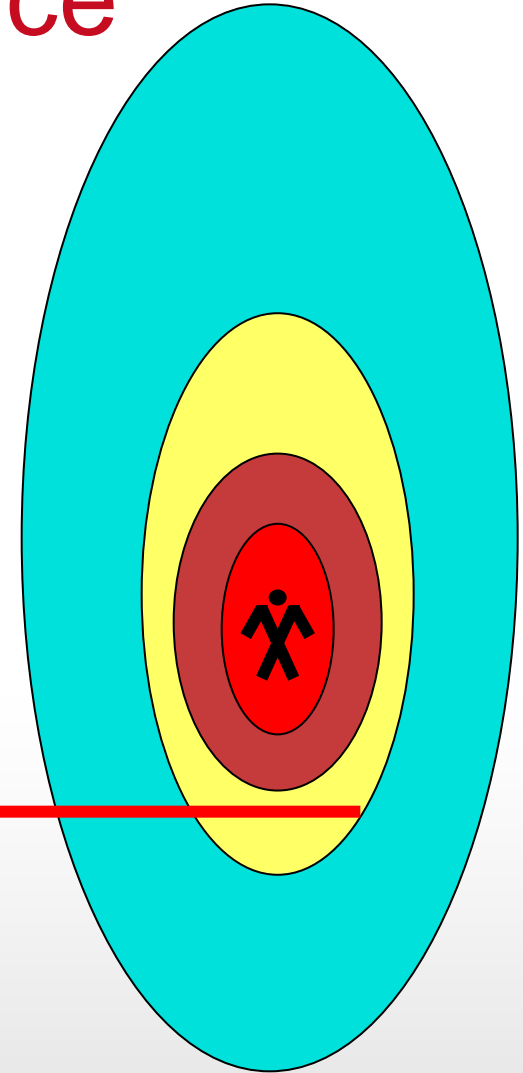


# Personal Space is relative to:



# Reactionary Distance

- The distance between ourselves and an aggressor within which our ability to react is reduced.



**Minimum 4'**

# Reaction Time =

“I know I’m in danger”



(Perceptual Processor Time)

+

I need to do something



(Cognitive Processor Time)

+

I’m doing something about it



(Motor Processor Time)

# Protecting your Reactionary Space



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# Eye Communications

Eye movements and signals that reflect our thoughts, feelings, or state of mind.



# Eye Communications, When Properly Used, Can Show:



**Concern**



**Confidence**



# Observing Eye Communications Can Show:

Submissiveness

Anger

Derangement

Looking for Weapon/Escape

Attack is Imminent

# Proper Eye Communications

- Maintain eye contact 60–70% of the time when you speak.
- Maintain eye contact 90% of the time when the aggressor speaks

# Interpreting Eye Communications for someone who is wanting to do harm

## Sizing You Up



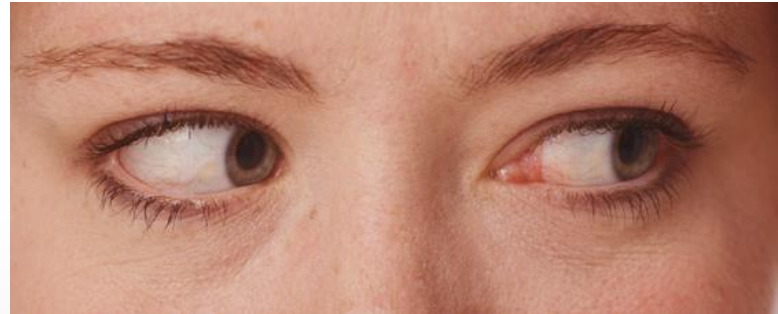
# Interpreting Eye Communications

## Direct Uninterrupted Stare



# Interpreting Eye Communications

**Jerking, Darting, Looking Around**





# Interpreting Eye Communications

- Glazed
- Empty
- Looking Through You



# Interpreting Eye Communications

## Target Glance



Let's see if we can recognize eye  
communication!

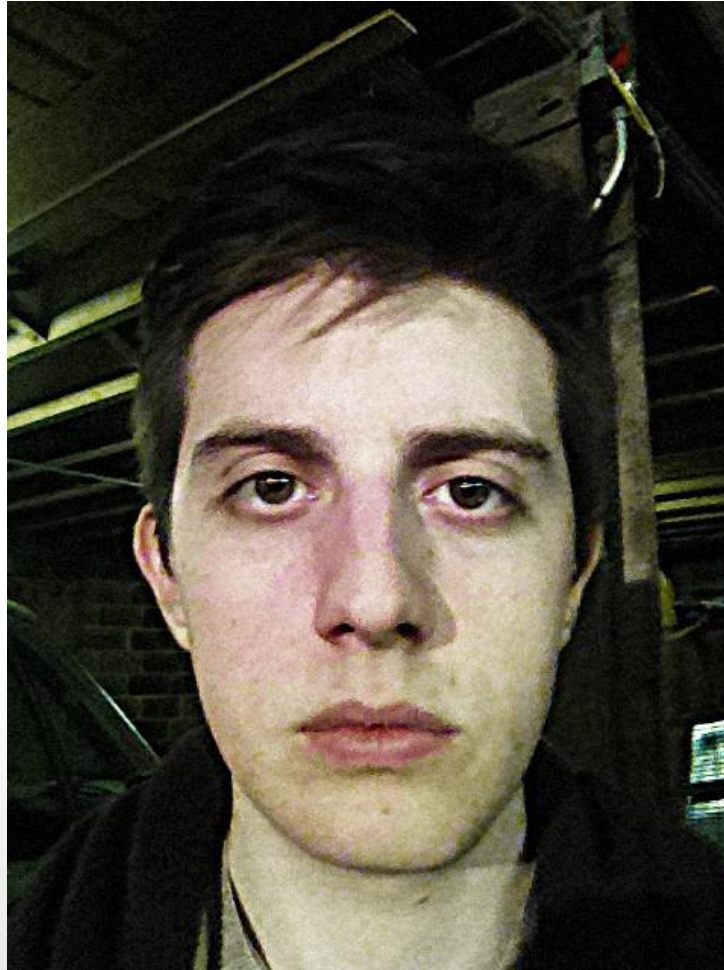
# Submissive



# Anger



# Uninterrupted stare



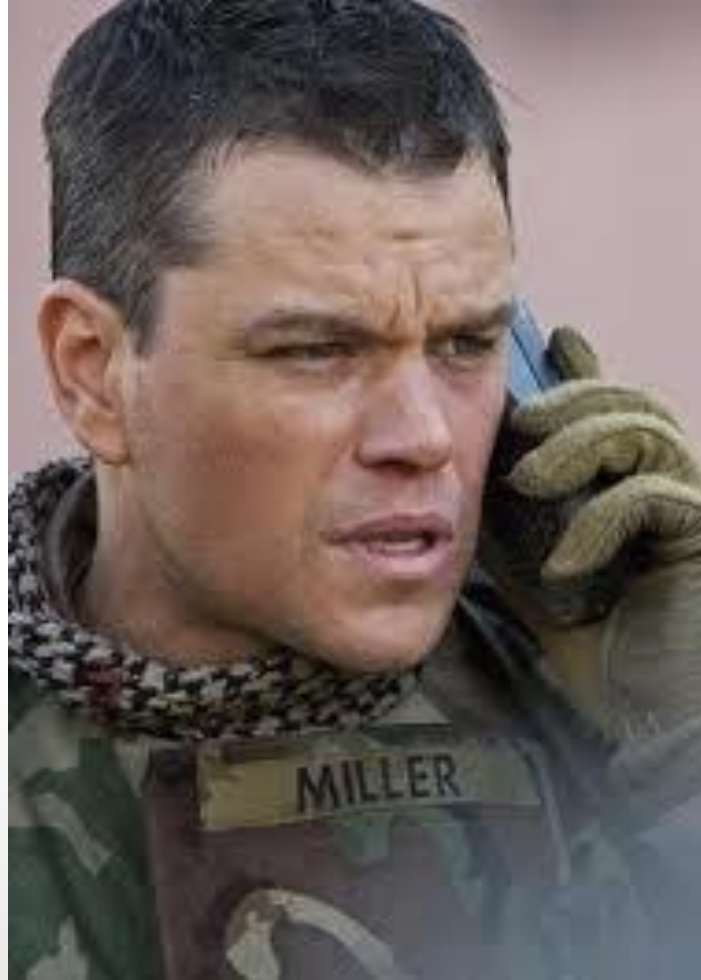


# Looking for escape





# Concern



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# Targeted glance....attack is eminent



# Gestures, Postures, and Facial Expressions

Signals coming from different parts of the body that reflect thoughts and feelings.



# Gestures, Postures, and Facial Expressions are:

- Instinctive
- Inborn
- Learned
- Cultural



# Signals To Watch For And Understand



Head

Shoulders

Breathing



# Signals To Watch For And Understand

Expression

– Eyebrows

Elevation = good rapport

Compression = stress



# Signals To Watch For And Understand

Lips

Compression= stress

Smile = rapport or trust





# Signals To Watch For And Understand

## Arms



## Elbows



# Signals To Watch For And Understand

Palms / Hands

Index finger



# Signals To Watch For And Understand

Legs

Stance

Leaning the body



# Let's take a stretch break!!!!



# Conflict is a result of:

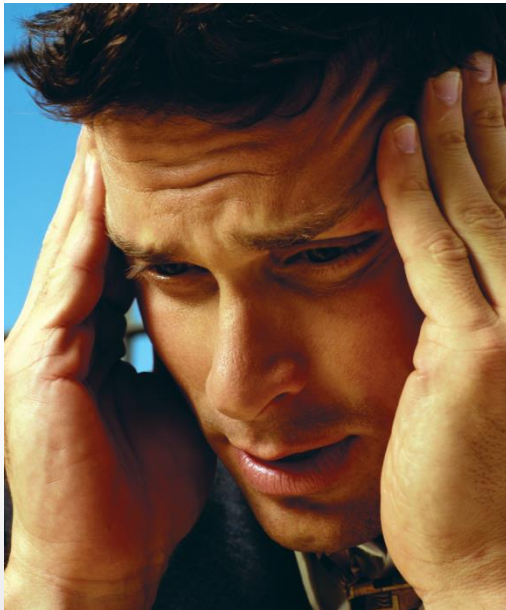
Unmet expectations

90% of conflict is related to past experiences



# Three Stages of Conflict and Management

Anxiety



Verbal  
Aggression



Physical  
Aggression

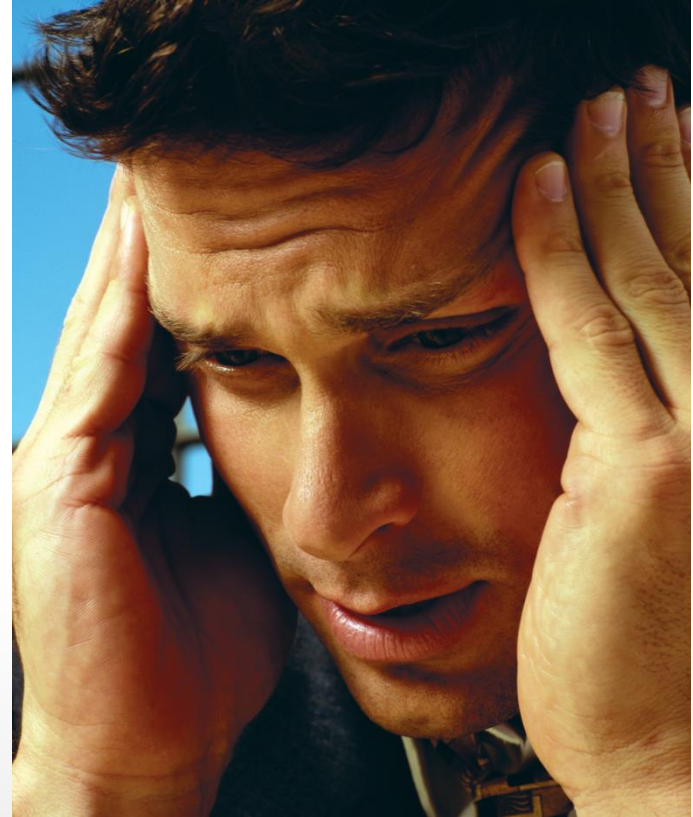




# Stage One – Anxiety

A noticeable change in behavior.

An involuntary reaction or response to something that happens.



# Recognizing Anxiety

- Head down
- Face flushes or twitches
- Eyebrows frown or twitch
- Lips twitch
- Mouth dry
- Veins appear
- Sweating palms or brows
- Minimal eye contact
- Nervous laugh
- Shallow breath
- Pacing
- Confused



# Anxiety Triggers

Distrust of  
authority

**Emotionally  
disturbed**

Psychosis

**Jealousy**

Fear of injury

**depression**

**Long lines**

LOSING CONTROL

**Job loss**

**HEAT**

cornering

Your body language

# Listening

Most people listen with intent to reply and do not listen with the intent to understand.

Listening involves having patience and openness and the desire to understand.



# Listening

*We only hear half of what is said.*

*We listen to only half of that.*

*We remember only half of that.*

# Five Levels of Listening

1. Ignoring another person
2. Pretending to listen
3. Selective listening
4. Attentive listening
5. Empathic listening





# Empathic Listening

Listening with your ears, but more importantly, also listening with your eyes and heart. Listening for feelings and meaning.

Your body language shows “I have nothing to say”

# Psychological Survival

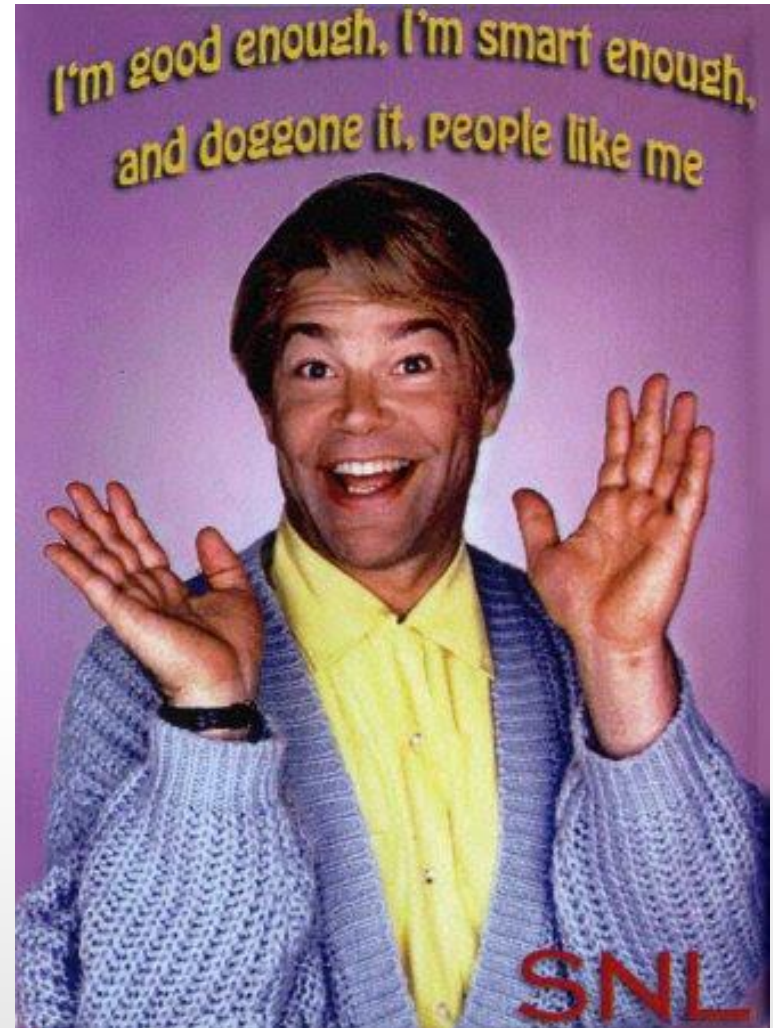
**We need to be:**

**-Understood**

**-Validated**

**-Affirmed**

**-Appreciated**



# When dealing with a person a state of high anxiety: Have nothing to say!

- Maintain a calm reassuring voice
- Communicate at their level
- Speak with respect
- Be in control
- Use paralanguage
  - Volume of speech
  - Tone of voice
  - Rate of speech
- Introduce yourself
- Avoid using “you”
- Ask them to clarify
- Ask open ended questions
- Clarify implied statements, threats or key words



# When dealing with a person a state of high anxiety: Supportive Verbal Communication

- Isolate the problem from the individual
- Redirect anger to the past
- If appropriate, interrupt by using their name
- Use “we”
- Get them to sit with you
- Get them to walk with you



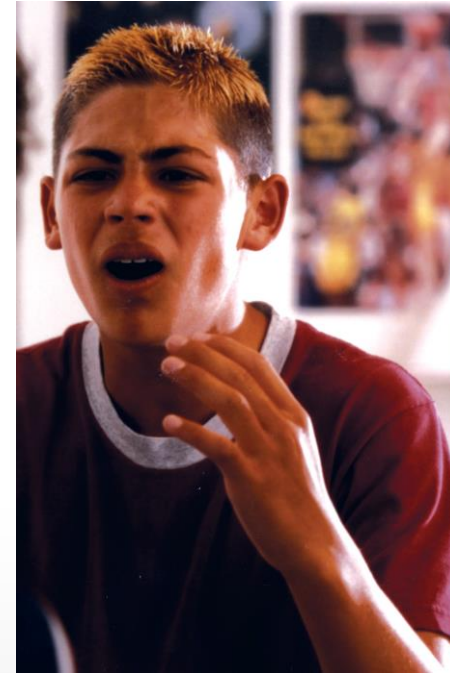
# Managing the Aggressor's Anxiety by:

- Proper space
- Supportive eye communication
- Supportive gestures and posture
- Supportive facial expressions
- Empathetic listening
- Supportive verbal communications
- Supportive stance





# – Verbal Aggression –





# Verbal Aggression Triggers

Being endangered

Physical threat

Being insulted or demeaned

Being insulted or demeaned

Paranoid or schizophrenic

Threat to self esteem or dignity

# Recognizing Verbal Aggression

- Face red
- Lips pushed forward
- Direct prolonged eye contact
- Breathing quicker and deeper
- Excessive salivation
- Eyebrows frown



# Recognizing Verbal Aggression

- Head and shoulders are back
- Shoulders are square
- Standing as tall as possible



# Recognizing Verbal Aggression

- Hands pumping
- Finger pointing
- Moves in and out of personal space
- Belligerent, yelling, cursing
- Pounding fists on walls, tables etc.
- Kicks at the floor, objects, etc.



# Two Phases to Verbal Aggression

## Initial Phase-

- The aggressor is testing

### What you should do:

- Allow aggressor to vent
- Use the supportive stance

# Secondary Phase

## What you should do:

- Use an assertive stance
- Use the aggressor's name
- Maintain eye communication
- Maintain a calm voice
- Set reasonable and enforceable limits or consequences
- Enforce limits or consequences



# – Physical Aggression –

Physical violence, or losing control physically, occurs when dialog and counter signaling have failed.



Predicting imminent danger is the best way to prevent an attack.

# Recognizing Physical Aggression

- Face becomes white
- Eyebrows drop, covering eyes
- Lips tighten over teeth
- Head is down
- Breathing is rapid and deep
  - Mouth breathing
- Verbalization Changes
  - Stops, phrases are repeated, voice is strained



# Recognizing Physical Aggression

- Change of stance
  - “the set”
- Shoulders shift
  - Roll forward
- Bobbing or rocking
- Stops all movement
  - Decision to “go”
- Breaks eye contact and looks at target
- Final signal
  - “settling of the body” by dropping the center and lowering the body



*“An indispensable preliminary to battle is to attack the mind of the enemy.” – Sun Tzu,  
The Art of War*

*“Once you have distracted him, gain  
advantage by following with your attack.” –  
Miyamoto Musashi  
The Book of Five Rings*

# Diversions / Distractions

Used to interrupt the aggressor's focus or intent.

What you should do:

- Give a positive verbal command
- Use a body language technique
- Throw or drop an object
- Move as an escape technique





# Defensive Techniques

- Basic Escort
- Resistive Individual
- Rear threat response

# Let's put it all together



# Thank you for attending!

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