WHEN UNUSUAL BEHAVIORS SIGNAL A SECURITY RISK AND WHAT TO DO
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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

Physical Aggression = Defensive

Physical Aggression
Anxiety = Supportive
Verbal aggression = Assertive
Physical Aggression = Defensive
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

THREAT → MESSAGE TO NERVOUS SYSTEM → ALARMING FEELINGS

FINE AND COMPLEX MOTOR SKILLS DETERIORATE → BLOOD PRESSURE HEART RATE INCREASE → ADRENALINE/CORTISOL INCREASE

STRESS FEEDBACK LOOP ACTIVATED
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
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
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
- Long lines
- Losing control
- Psychosis
- Fear of injury
- Jealousy
- Job loss
- Your body language
- Heat
- Cornering
- Depression
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.
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
- Threat to self esteem or dignity
- Paranoid or schizophrenic
Recognizing Verbal Aggression

- Face red
- Lips pushed forward
- Direct prolong 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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