Potentially Violent Behavior

Do:
✓ Call Campus Police if you feel threatened.
✓ Project Calmness: Move and speak slowly, quietly, yet confidently.
✓ Be respectful.
✓ Be an empathetic listener, encourage the person to talk and listen carefully and patiently (this can be hard when a person is ranting). Focus your attention on the person.
✓ Sit close to the door, don’t get right in front of the person, and maintain a relaxed posture.
✓ Acknowledge the person’s feelings.
✓ Use delaying tactics to help the person calm down. (Offer a drink of water in a paper cup). If they respond positively, use this time to call Campus Police.
✓ Be reassuring and point out choices.

Don’t:
✓ Be cold or apathetic.
✓ Reject all demands from the start.
✓ Try to avoid physical contact, finger-pointing, staring, and/or invading the person’s space.
✓ Make sudden moves that could be seen as threatening, remember to move and speak slowly.
✓ Challenge, threaten, belittle or dare the individual.
✓ Make false statements or promises you can’t keep.

Signs of an Aggressive Individual
✓ Feelings of frustration, inadequacy, being out of control.
✓ Violent Outburst Verbally Aggressive—may see you as trying to control them.
✓ Angry at his/her world—lashes out.

Response
✓ Focus on diffusing the situation.
✓ Establish boundaries for behavior.
✓ Don’t jeopardize your safety.
✓ Don’t get into an argument.
✓ Don’t touch the student.
✓ Don’t try to resolve the crisis.

Verbal or physical threats are serious matters. If or when an individual makes a threat toward you of verbal or physical nature, you should contact Campus Police immediately to report the incident.