

Protect Yourself!



From Workplace Violence

In a threatening situation, it is important to assess the aggressor's potential for violence. While there are no absolute indicators of impending aggression, the following are among possible physical actions/body language indicators which may prelude violent behavior from those with a predisposition toward violence:

- Change in eye contact
- Looking around the area
- Facial color change
- Pacing
- Folded arms
- Hands on hips
- Clenching and unclenching fists
- Stopping all movement

Strategies to minimize potential danger:

Reduce motivation toward aggression by:

- Providing alternative options for resolving conflict
- Explaining that aggression will not achieve the desired goal
- Emphasizing that aggression will only intensify the problem

Increase inhibitions against aggression by:

- Appearing as personable as possible (using the person's first name)
- Using a calming tone of voice
- Appealing to the individual's emotions for empathy and compassion
- Reminding the individual of possible consequences of aggressive actions

Impede aggressive behavior by:

- Establishing and following a safe plan
- Terminating contacts which you believe jeopardize your safety or the safety of others
- Maintaining a cautious and defensive posture
- Emphasizing in clear terms a nonviolent way to meet goals
- Offering appropriate resolutions

Avoid becoming a victim

- Have a plan of action (*assess your options*)
- Use common sense (*be alert/assess your situation*)
- Trust your instincts (*uncomfortable/afraid - leave the area*)

If you are attacked

- Escape (*run if you have to*)
- Seek cover (*use whatever you can to prevent injury*)
- Concealment (*hide from your attacker*)

If you believe you have been the victim of an assault, **immediately** contact the closest law enforcement agency or (if on state property) the State Highway Patrol at **1-877-7-PATROL**.



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