



IMPORTANT TIPS TO HELP SECURITY GUARDS DEFUSE A CRISIS SITUATION.

Law enforcement organizations across the nation – at both the state and local levels – have initiated police policies and training to include crisis de-escalation techniques. Training of this kind can help to:

- Improve communication with enraged, unarmed individuals who may be experiencing a mental disturbance
- Assist in defusing a potentially dangerous situation to help prevent individuals from injuring themselves, others and the police officer

Contract security personnel also have the potential to interact with these same individuals, resulting in injury. With this in mind, contract security companies should:

- Consider developing written policies that address this subject
- Incorporate crisis de-escalation training for their employees

DEVELOP AND MAINTAIN A POLICY

Clear and concise policies that address the issue of potentially violent confrontation should be developed and should include crisis de-escalation techniques. These techniques are not physical, and they are used to prevent potentially dangerous situations from escalating into confrontation or injury.

PROVIDE TRAINING IN EFFECTIVE COMMUNICATION

The primary focus of crisis de-escalation is effective communication, both verbal and non-verbal, between the officer and the enraged individual.

Training Topics

Effective communication training techniques can include topics such as:

- **Personal space between the officer and the enraged individual**
 - » Persons experiencing a crisis may develop an altered sense of their own personal space.
- **Eye contact**
 - » Staring could potentially be considered a threatening gesture.
- **Body positions**
 - » Certain body postures of the officer could potentially be considered as threatening and escalate the situation.
- **Tone and inflection of voice**
 - » Volume and tone of voice can act to escalate or de-escalate a situation.
- **A smile**
 - » A genuine smile can potentially act to de-escalate a situation.

Skills and Subjects

Here are some skills and subjects that could be included in a security guard training program:

- Active listening skills for crisis management
- Anger management
- Decision-making under crisis situations
- Non-verbal cues, body language
- Cultural diversity and sensitivity

TRAINING RESOURCES

Several companies, organizations and colleges provide crisis de-escalation training. Your local police may be of assistance regarding your selection. The National Alliance on Mental Illness (NAMI) can also provide information and assistance. Search under Crisis De-Escalation Training at WWW.NAMI.ORG/.

LEARN MORE.

For more information, contact your Risk Engineering consultant from The Hartford today or visit us online at THEHARTFORD.COM/RISKENGINEERING.

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