Goals

Discuss Dealing with Angry or Hostile People

Discuss Building Physical Security

Discuss Types of Threats

Run/Hide/Fight
Because of your position you will come into contact with difficult or hostile people

Prepare yourself mentally for the reality of your position

Not everyone will be happy with you or happy to meet you

Know your abilities and do not exceed them

Don’t put yourself in a situation where you will lose
Dealing with an Angry or Hostile Person
Dealing with an Angry or Hostile Person

Stay calm, tone of voice
Listen attentively
Maintain eye contact
Be courteous, give thank you’s
Be patient, speech pace
Keep the situation in your control
• Set Acceptable Limits (Be respectful but direct)
• Recognize you may not have the authority to “fix their problems”
Do Not be afraid to seek help
## Dealing with an Angry or Hostile Person

### Recognizing Verbal Clues
- Yelling
- Profanity
- Arguing
- Crying
- Statements
- Threats

### Recognizing Non-Verbal Clues
- Tense muscles
- Red Face
- Fidgeting
- Short Attention Span
- Pacing
- Throwing Things Around
- Rapid or suppressed breathing
- Glaring
- Body posture
- Hand pointing/snapping
- Avoiding eye contact
- Facial expressions

### Communication
- 93% Non-Verbal
- 7% Verbal

### Dealing with People in Mental Crisis

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Safe Drivers • Safe Vehicles • Secure Identities • Saving Lives
Dealing with an Angry or Hostile Person

What People Hear and Process Within the Crisis Cycle

Crisis: 0-5%
0-2 Words
Repeat 5x +

Escalation:
5-25%
Repeat 3-5x

Stimulation:
50-75% of what
We say is heard
5-7 word sentences
Repeat 2-3x, repeated

100%
Normal
Active Listening Skills

Minimal Encouragers
• “Okay” / “I see” / “Um hum”

Paraphrasing
• Repeating back what you heard

Emotion Labeling
• “You sound as though you are angry..”

Mirroring
• Repeat last words or main idea

Open-ended Questions
• Don’t ask “Why” questions

“I” Messages
• “I feel frustrated that we could not....”

Effective Pauses
• Silence (People tend to talk to fill up space)
Dealing with Someone Threatening You (Non Active Shooter)

Stay calm

- Signal for help (Panic Button)
- Maintain eye contact
- Stall for time (allows police response)
- Keep talking - but follow instructions from the suspect
- Do not risk harm to yourself or others (unless out of options)
- Try not to attempt to grab a weapon – unless …...
- Watch for a safe chance to escape to a safe area
- Make a decision that you can live with

- Survival
Building Physical Security

- Entrance and exit points/Access Control
- Employee Notification Systems (Panic Buttons)
  - Blue Lights, etc.
  - Email
  - Phone Intercom
  - Establishing Protocols (Multiple Event Types)
  - Cameras (Monitors observable by public)
**Types of Threats**

**Direct:** “I’ll blow the building up”

**Conditional:** “If I’m fired, there’ll be hell to pay”

**Veiled:** “Someday ...” or vague reference to violent act

**Third Party:** “Somebody will ...”

**Threatening or Inappropriate Contact:**

*Individual keeps showing up, writing letters, emails, etc.*
Telephone Threats

Keep calm / Keep them talking
Don’t hang up
Signal a coworker to call the police & supervisor
Attempt to record the call
Ask the caller to repeat the message and write it down
Try to get the person’s name, telephone number
and the exact type of threat / location
Make note of background noises, person’s gender,
speech pattern, accents
Don’t be afraid to ask specific questions:
  Where is the bomb located?
  Why do you want to kill Mr. Smith?
Bomb Threats

- After receipt of the threat, call law enforcement
- Ensure building facilities is alerted
- Evacuation - not OSP’s decision, but we can assist with the decision if needed
- Threat vs. Suspicious Device
- Use of cell phones and radios
Suspicious Objects
Suspicious Objects

If found, please take a picture and send to tilly.dog@gmail.com. This place is in need of the next.
Suspicious Objects
Suspicious Objects

Suspicious??

[Image of building with suspicious objects]
Suspicious Objects
Suspicious Objects
Run
Hide
Fight
Active Shooter/Killer

Extreme Danger Gap
(Active Violence)
(Non-Hostage Situation)

- Time between *onset of violence* and first responder arrival.
- Mental permission slip to act.
  - Stake holder in your own safety.
- You are the *immediate responder*.
- If you act as a hostage in an active shooter situation can result in extreme trauma.
Run

- Determine if you can escape.
- A moving target is much harder to hit than a static target.
- Leave your belongings.
- Action is quicker than Reaction-move, move, move. Some lateral movement.
- Try to use cover/concealment while fleeing.
Escape

- Escape to place of safety/away from line of fire.
  - Do Not go to your planned “evacuation location.”
- Call 911.
- Briefly explain situation.
- Give suspects description including what he is armed with/or claims to be armed with.
- Give suspects last known location.
- Tell how many persons are in the location.
Hide in Place

- If possible lock or barricade your location.
- Call 911 if possible.
- Silence electronic devices.
- Turn off lights.
- Suspect may know they are under time constraints and may pick path of least resistance.
**Fight**

- Last option.
- If possible attack as a group to overwhelm suspect.
- Attack without warning.
- Focus on gaining control of weapon. If suspect is shooting wait if possible till magazine exchange to attack.
- Improvise weapon.
Police Response

- Police primary concern is to deal with threat.
- Comply with Police directions.
- Do not have anything in your hands. Hands Kill.
- Police may be from variety of agencies and disciplines.
- Give concise description and location of suspect(s) to responders
Active Shooter/Killer

Active Threat Situations
OSP has reviewed and recommends the following video for state employees.

“Options for Consideration Active Shooter Training”

Official DHS website:

&

www.youtube.com – run hide fight 5:56m

Run / Hide / Fight
Active Shooter/Killer

Active-Threat Statistics

- The average active-threat incident lasts 12 minutes. 37% last less than 5 minutes.
- Usually the offender is a single shooter (98%) and primarily male (97%). In 40% of the instances, they kill themselves.
- 2% of the shooters bring IEDs as an additional weapon.
- In 10% of the cases, the shooter stops and walks away. In 20% of the cases, the shooter goes mobile, moving to another location.
- 43% of the time, the crime is over before police arrive. In 57% of the shootings, an officer arrives while the shooting is still underway.
For More Information
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