

## **SAFETY IN SITUATIONS OF VIOLENT BEHAVIOUR**

How to deal with it? What to say? How to react?

### **How to react? Practical tips**

- avoid physical contact, pushing and jostling,
- keep space to move away,
- ensure the possibility of escape for yourself and others,
- don't surround the violent person with other people – make space,
- don't make sudden movements,
- don't give reasons for additional aggression.

### **What to say?**

- “You can solve problems without hurting others, I will help you find a solution.”
- “I think you must be upset about something that made you lose control.”
- “I want to understand what happened”
- “I can see that you are..... (description of behaviour)”
- “I understand what upset you but we need to find another solution together. I suggest .....”
- “Is this aggression of yours necessary? Let's talk”

### **What to remember?**

- speak in a calm but firm voice, be clear and specific, do not interrupt when the aggressor is talking, do not argue. Let him or her express what made him or her angry without interrupting,
- if he or she is shouting at you, stay calm, show understanding for his or her feelings (you can say that you also have worse moments and sometimes feel similar emotions, but his or her behaviour is not an appropriate reaction to deal with them),
- listen carefully, make him or her see you as an ally and not as an enemy,
- if possible, meet the aggressor's expectations and instructions,
- try to show understanding for the other side of the conflict,
- avoid crossing your arms, pointing fingers or making threats (this can increase the aggressor's anger and strengthen his/her resistance),
- if possible, separate the aggressive person from the others (this is a signal that no one present will tolerate such behaviour),
- ensure his/her safety.

### **Aggression in the environment – how to react?**

- react as soon as you see the first signs of anger,
- do not allow anger to turn into aggression,
- try to find out the reasons for the aggressive behaviour and defuse the conflict before it escalates,
- if necessary ask for support from other people in the vicinity,
- address the person in question and not the general public who witnesses an aggressive situation,
- when you witness an aggressive situation focus on the victim and not the aggressor,
- support the victim without escalating the conflict.

If, despite efforts, the aggressor still continues his/her behaviour, end the conversation and call for help.