

## Risk Factors

### 1. Extraordinary changes in behaviours

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### 2. Verbal abuse that is increasing in intensity and frequency

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### 3. Specific and extreme anger directed at a specific person, department, company or procedure

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### 4. Expression of irrational, obsessive feelings of being wronged

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### 5. Threats to cause physical harm

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### Notes:

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### Facilitator Contact Information:

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## Challenging, Refusing & Venting – Oh My! Part 1

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## The Integrated Experience



The \_\_\_\_\_ is the concept that our attitudes and behaviors impact the attitudes and behavior of others, and \_\_\_\_\_.

### Personal Space & Body Language

Ask yourself these questions:

Am I giving the other person enough space?  
What are my facial expressions, gestures, and eye contact communicating?  
What does my posture look like?

### Paraverbal Communication

The vocal part of speech, excluding the actual words.

- \_\_\_\_\_ – The manner in which feelings and emotions are conveyed through vocal qualities.
- \_\_\_\_\_ – The loudness or softness of the voice.
- \_\_\_\_\_ – The rate or rhythm of speech.

## Setting Effective Limits



**The concept of setting limits recognizes that you cannot force individuals to act appropriately.**

Provide **choices** and state the **consequences** of those choices.

Limits are best received when the **positive choice** and consequence are stated **first**. Starting with a negative consequence may be perceived as a challenge or an ultimatum, and the individual may not even hear the positive choice.

Provide **clear, simple, reasonable, and enforceable** directions/limits.

Allow **time** for decision making.

**Enforce** limits if patrons are unwilling to comply.

## Negative Assertion

**A simple formula for constructively managing a challenging question, negative statements, or personal criticism:**

- Disregard the vast majority (**80%**) of what the person is saying.
- Focus instead on some small part (**20%**) of the question or statement with which you can genuinely agree.
- Sincerely state your agreement with that small part.
  1. Agree with the facts
  2. Agree with the odds
  3. Agree with the possibilities

### Notes:

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