

APPENDIX
Ten Tips For "In Your Face" Crisis Prevention

1. **BE EMPATHETIC:** Try not to be judgmental of the student's feelings. They are real -- even if not based on reality -- and need to be attended to.
2. **CLARIFY MESSAGES:** Listen to what is really being said. Ask reflective questions, and use both silence and restatements.
3. **RESPECT PERSONAL SPACE:** Stand at least 1½ to 3 feet from the acting-out person. Encroaching on personal space tends to arouse and escalate an individual.
4. **BE AWARE OF BODY POSITION:** Standing eye-to-eye, toe-to-toe with a student sends a challenge message. Standing one leg length away and at an angle to the side is less likely to escalate the individual.
5. **PERMIT VERBAL VENTING WHEN POSSIBLE:** Allow the individual to release as much energy as possible by venting verbally. If this cannot be allowed, state directives and reasonable limits during lulls in the venting process.
6. **SET AND ENFORCE REASONABLE LIMITS:** If the individual becomes belligerent, defensive, or disruptive, state limits and directives clearly and concisely.
7. **AVOID OVER-REACTING:** Remain calm, rational, and professional. How you, the staff person, respond will directly affect the individual.
8. **USE PHYSICAL TECHNIQUES AS A LAST RESORT:** Use the least restrictive method of intervention possible. Employing physical techniques on an individual who is only acting out verbally can escalate the situation.
9. **IGNORE CHALLENGE QUESTIONS:** When the student challenges your position, training, policy, etc., re-direct the individual's attention to the issue at hand. Answering these questions often fuels a power struggle.
10. **KEEP YOUR NON-VERBAL CUES NON-THREATENING:** Be aware of your body language, movement, and tone of voice. The more an individual loses control, the less he/she listens to your actual words. More attention is paid to your non-verbal cues.

(National Crisis Prevention Institute, Brookfield, Wisconsin)