Diffusing Conflict With Conversation

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Hot Button

- Think of a situation where you were angry
 - What happened?
 - How did you calm down?

Understanding Anger

- Anger precludes rationality
- Anger must be acknowledged
- Approach to problem solving that emphasizes anger diffusion
- Ventilation is crucial

Why Are They Angry

- Displeasure with a policy
- Pinball effect
 - Misinformation
- Loss of money
 - Fines imposed
 - Another semester paying tuition

Validate Their Feelings

- Do not argue with an angry person
- Do not interrupt them
- Try one of these phrases:
 - I understand that you are angry
 - I see what you are saying
 - I hear your frustration
 - I'm sorry you've had such an unpleasant experience

Stay Calm

- You can't take words back
- Don't express your feelings
- Do not take what they are saying as personal
- If it feels good...don't say it!

Take Control

- Is there anything else I can do for you?
- Ask close ended questions

What is the goal?

- Don't let them leave angry
- Use professional language
- Provide resources or direction to reach their goal
- If you have to send them to another office on campus follow up with that office

Find a Solution

- You must be knowledgeable about the policies and procedures of your department
- Be consistent with the information you are giving
- If you don't know the answer find it for them
- Offer to follow up and provide your contact information

If The Situation Escalates, The Individual Becomes Disruptive Or Threatens You Call The Police Department

- Call immediately
- Articulate suspicious behavior and conversation (sweating, clothing not appropriate for weather, darting eyes, twitching)
- Provide a good description of the suspect & direction of travel
- Avoid 3rd party reports

Remember 1 - 2 - 3

- 1. Kindly but firmly let the person know that the behavior is inappropriate and ask them to stop.
- "Please do not use foul language while we're discussing this."
- "Please take a seat in that chair while we talk."
- "I don't discuss my family with students so I would appreciate you not asking about it."

Remember 1 - 2 - 3

- 2. If they do not stop the behavior or become escalated, ask them to leave.
- "Our meeting is finished for today, but you may call or email me later if needed."
- "I'm going to have to ask you to leave now."

Remember 1 - 2 - 3

3. If you ask someone to leave and he or she does not leave, CALL THE POLICE.

Team Approach

- Identify a person who can keep the individual calm and distracted in conversation while awaiting help.
 - Personal Space & Body Language
- Identify a person to call the police

How To Call for Help

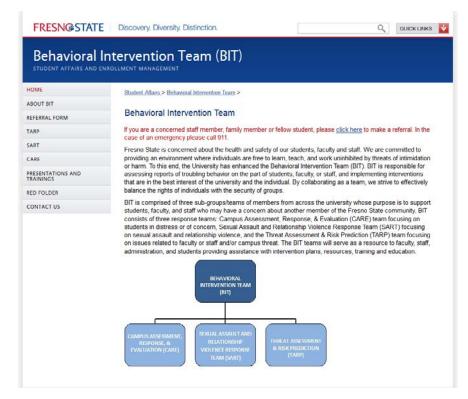
- Have a plan for calling for help
- Response Time
- Code Word
- Supervisor
- Police Department
 - 559.278.8400 or 8-8400
 - 911
 - TipNow 559.664.3204

Confrontation with a camera

- Can someone video tape you?
- What do you say?

Behavioral Intervention Team

http://www.fresnostate.edu/bit



Reporting Form

