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