

## ***Managing Aggressive Behavior***

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### ***George Demers***

- Employee at St. Peter Regional Treatment for 29 years
- Staff Trainer for 27 years on Dealing with Aggressive People
- Mental Health Professional on the South Central Critical Incident Stress Debriefing team
- State Trainer on the topic of Violence in the Workplace
- Member of the Crisis Negotiating Team for two SWAT teams

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### ***Special Training***

- › Hostage Negotiating with the F.B.I.
- › Tactical Procedures with the Bureau of Criminal Apprehension
- › Tactical Procedures with the Los Angeles SWAT Team
- › Hospital Security with the Sarasota Florida Police Academy
- › Negotiating Concepts with the leader of the F.B.I. Crisis Negotiating Team

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**Training is Built  
on  
Preparation**

**Not Paranoia**

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**Control  
Dominance  
Intimidation**

**“The Gift of Fear”  
by Gavin De Becker**

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**Typical Workplace Model**

<b>Violence Prevention</b>	<b>Response to the Critical Incident</b>	<b>Follow-up to Violence</b>
Agency policies and procedures on Violence in the Workplace	Call the Police or Internal Security	Counseling Employee Assistance Program

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## Recommended Workplace Model

Violence Prevention	Response to the Critical Incident	Follow-up to Violence
<ul style="list-style-type: none"> <li>• Agency Policies and Procedures on Violence in the Workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Preventative Measures</li> <li>• Awareness</li> <li>• Verbal Negotiating</li> <li>• Physical Response</li> <li>• Call the Police</li> </ul>	<ul style="list-style-type: none"> <li>• Peer Counseling</li> <li>• Critical Incident Stress Debriefing</li> <li>• Employee Assistance Program</li> </ul>

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### *A Critical Incident is*

- ▶ Any situation that forces you to face your vulnerability and mortality or that potentially overwhelms your ability to cope
- ▶ You have no power but are the victim of circumstances
- ▶ Usually sudden and unexpected
- ▶ Jeopardizes your sense of control which may include an element of physical and/or emotional loss
- ▶ Disrupts our beliefs, values and basic assumptions about how the world works

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**Good Fear**

**Bad Fear**

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## Indicators of Violence

- ▶ History of violence or threats
- ▶ History of job misconduct
- ▶ History of grievances against company or coworkers
- ▶ Persistent unwanted romantic advances
- ▶ Fear reaction among coworkers
- ▶ Blaming others for their problems

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## Indicators of Violence

*Continued*

- ▶ Irrational beliefs and ideas
- ▶ Loner
- ▶ Alcohol or substance abuse
- ▶ Feeling of being victimized
- ▶ Inability to take criticism
- ▶ Fascination with weapons
- ▶ Being fired or demoted

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