

# **El Camino College**

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## **Managing Hostile Behavior**

# Levels of Hostility

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- Verbal Abuse
- Threats or Threatening Behavior
- Vandalism
- Physical Assault
- Use of a Weapon

# Modes of Hostility

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- Impulsive

  - Reactive

  - Immediate perceived threat

  - Obviously angry

- Compulsive

  - Planned

  - Not necessarily an obvious threat

  - Not necessarily visibly angry

# Threatening Behavior

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- Expresses verbal intent to harm
- Indirectly expresses intent to harm
- Written intimidating messages or pictures
- Non-verbal intimidating behavior
- Stalking or harassing phone calls
- Acts of vandalism
- Intimidating objects

# Managing Hostility

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- Optimize Conditions
- Maintain Self Control
- Establish Connection
- Ask of Cooperation

# Optimize Conditions

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- Survey the scene
- Identify escape routes
- Keep or find a partner if possible
- Take a safe position
- Adopt an effective posture

# Maintain Self Control

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- Stay calm, focused and attentive
- Keep body language non-aggressive
- Maintain professional tone of voice
- Avoid offensive or intimidating language
- Be empathetic

# Offensive and Intimidating Language

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- Profanities
- Demands
- Insults
- “Your wrong.”
- “You don’t understand.”
- “We wont”
- “I’m too busy”
- Avoid making it personal.

# Establish a Connection

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- Create an empathetic connection “I understand how you feel”
- Listen and be interested!!
- Acknowledge emotions
- Clarify their concerns
- Seek a feeling of being understood

# Ask for Cooperation

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- Be assertive but adaptable on explaining the next steps.
- Appeal to their best interests
- Provide options if possible
- If hostility re-escalates re-establish a connection

# The Bully

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- Uses hostility to intimidate
- Hostility is repetitive and not situation specific
- Conflict management techniques wont work

# Managing the Bully

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- Don't show being intimidated
- Realize the bully is actually insecure
- Calmly but firmly stand up for professional behavior
- Provide options if possible

# Danger Signs

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- Very abusive behavior or language
- Displaying seething anger
- Making threats of violence
- Threatening behavior
- Paranoid
- Obsessive romantic attraction
- Acts of violence
- Threats of suicide
- Comments about weapons
- Brandishing a weapon in any way

# Assistance Needed

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- Request or defer to Supervisor.
- Have at least one other employee immediately present if possible.
- Use the second or additional employee to call for assistance if possible.
- Keep Campus Police informed.
- Don't be a hero.

# The Emergency

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- Have a plan
  - evacuation
  - danger signals
- De-escalate if possible.
- Call 911
- Campus Police: 310-660-3100 from outside
- Dial 3100 from any campus office phone
  
- Follow instructions from police
- Escape

# QUESTIONS?

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