

CONFRONTATIONS

Confrontations with visitors or others are almost inevitable. This is not always a function of security, but should first be attempted by assigned staff in an area of responsibility. Guidelines for methods that reduce the potential for escalation should be disseminated and rehearsed by all staff members. You begin with a written policy. Published copies should be available to all staff members, and for distribution to visitors when necessary. These are general guidelines for action when a confrontation is inevitable:

Do's	Don'ts
Remain Calm	Show fear, anger, panic
Listen Carefully	Use a moralizing or condescending tone
Explain your position in a simple, friendly way	Lose your dignity
Use analogies to support your position	Become sidetracked by extraneous issues
Suggest realistic alternatives	Argue the point
Leave a plausible way out for the subject (face saving), whenever possible	Make physical contact
Give the subject written confirmation of rules and policies	Make the confrontation personal
Call for security or police when necessary	Bluff by threatening to call police or security