

Michigan Judicial Institute Webinar

September 25, 2020

Verbal Diffusion and Violence De-escalation Techniques

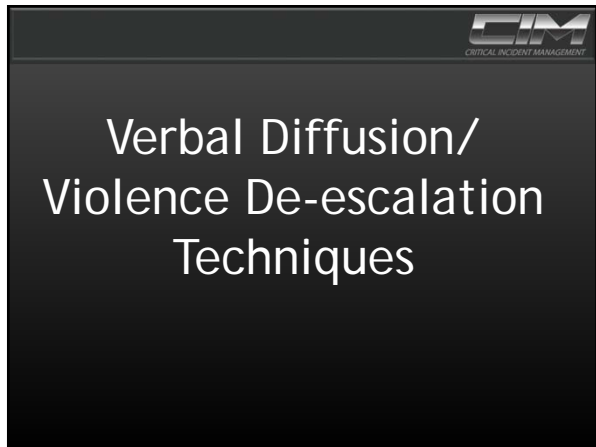
Materials presented by:

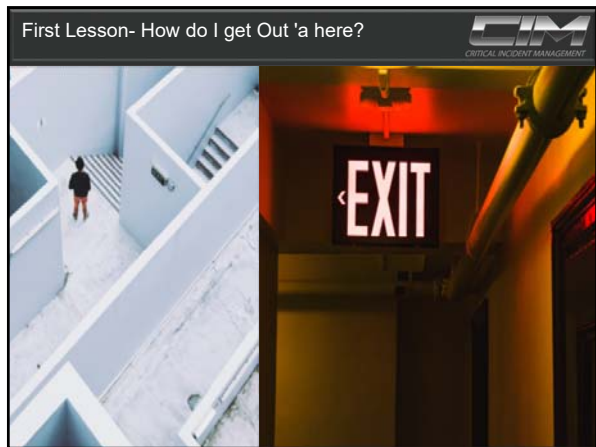
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Retired Inspector, Michigan State Police,
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18 years Hostage Negotiator,
State Police Emergency Support Team

38 years Licensed Polygraph Examiner, Allen
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Thomas Mynsberge



Retired, Specialist Sergeant, Michigan State Police
20 years State Police Emergency Support Team

Targeted Violence In Schools, United States Secret Service
Incident Response to Terrorist Bombings, New Mexico Tech

Patrol Response To Active Shooters, Instructor Certified,
National Tactical Officers Association



ICS/NIMS Instructor, Department of Homeland Security

Critical Incident Management Program



CIM Program initiated in
Saginaw County in 2001 with
support of Superintendents, and
Police Chiefs, first of its kind in
Michigan.

Formed a Consortium and
created a unified response for all
Saginaw County Schools.



Uniform reactions to schools and
now businesses, government,
and places of worship.



What is a "Critical Incident?"

Depends On The
Person

Can't Find my Sock!!!!

Hostage Situation

Reactions Vary



What would you do??



WHAT WOULD YOU DO?

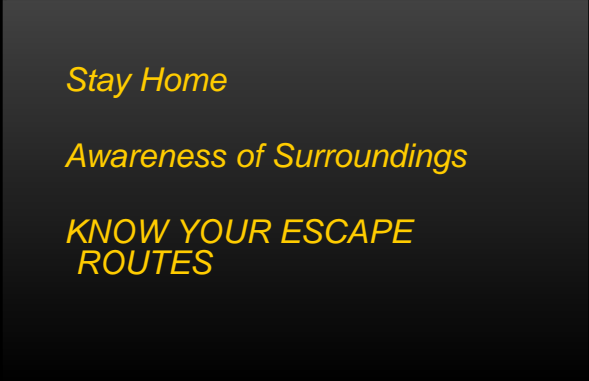


CIM
CRITICAL INCIDENT MANAGEMENT

OPTIONS:

- 1 RUN
- 2 HIDE
- 3 FREEZE

How to Avoid Critical Incidents



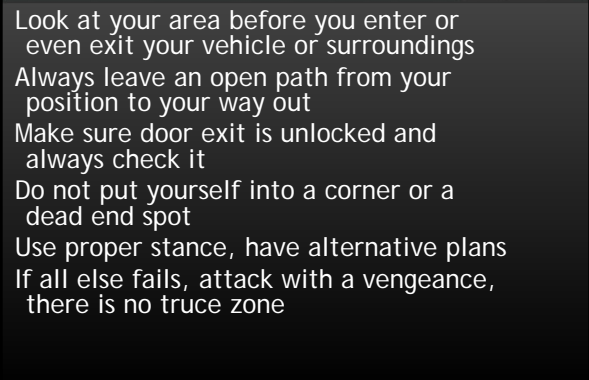
CIM
CRITICAL INCIDENT MANAGEMENT

Stay Home

Awareness of Surroundings

KNOW YOUR ESCAPE ROUTES

Check Escape Routes



CIM
CRITICAL INCIDENT MANAGEMENT

Look at your area before you enter or even exit your vehicle or surroundings
Always leave an open path from your position to your way out
Make sure door exit is unlocked and always check it
Do not put yourself into a corner or a dead end spot
Use proper stance, have alternative plans
If all else fails, attack with a vengeance, there is no truce zone

Posturing Distance



Proxemics:

Public Distance	7 to 25 feet
Social Distance	4 to 7 feet
Personal Distance	1.5 to 4 feet
Intimate Distance	0 to 18 inches

Predictors of Possible Violence/Assaults



NON VERBAL INDICATORS

- Subject conspicuously ignores you
- Subject demonstrates excessive emotional behavior
- Subject displays exaggerated movements
- Subject ceases all movements
- Subject displays boxer stance
- Thousand yard stare
- Repetitious questions
- Reduces physical space



Verbal Diffusion



Understand what people want from you

- Be taken seriously
- Be treated with respect
- Immediate action
- Gain compensation/restitution
- Wrong righted or person reprimanded
- Clear up problem



Verbal Diffusion



Talking is the best thing an agitated person can do

When he talks long enough, usually he talks aggression out, and begins to calm

What He/She perceives IS HIS/HER Reality-
DO NOT ARGUE

Take control slowly, slow talk-listen

KEEP YOUR GUARD UP - it is dynamic!

Listening Techniques



The key to listening is to:

Listen to the whole response for substance
Plausibility-inconsistencies-omissions-
inferences-qualifications

Elicit open and frank discussion by being
an active listener (verbally and
non-verbally)

Follow up vague responses with questions
that draw out details and meaning



Active Listening Techniques



Most effective method of listening
Also called "empathetic listening"



Paraphrase-means to mentally repeat in your own
words what the person is saying so that you
might better understand

Clarifying-means if the meaning of what the speaker
is saying is not clear, ask the speaker to
simplify or explain

Summarizing-means after the speaker is done, try to
review the material with the speaker so the
meaning is clear

Listening Techniques



Your response does not tell any of your own ideas or judgments, you invite the person to share their feelings and ideas

Really

I see

How about that

I'd like to hear more about that

Tell me the whole story

This seems important to you

Characteristics of a Good Listener



Looks at speaker

Questions to clarify

Shows concern by asking about feelings

Repeats some things

Doesn't rush

Be poised

Reacts with nod of the head

Doesn't interrupt



Characteristics of a Poor Listener



Crossing arms-body language

Always interrupts

Jumps to conclusions

Finishes sentences

Inattentive

Changes subject

Writes down everything

Is impatient

Fidgets with pen, watch, etc.



Response Plans



Make it Clear Masks **MUST** be Worn, also Post Online and Website....

Make public announcements - *No Surprises!*



Have single masks available at door for compliance

Post on Social Media

Post large signs which include "BY ORDER OF"

Signage helps people avoid you

Response Plans



Don't assume how your employees respond to conflict
Be proactive in your expectations and staff involvement



Choose wisely when deciding who will handle conflicts



Don't debate, don't try to defend policy
You can't reason with an angry person

Response Plans



Explain the legal consequences. Explain what the executive order requires and the consequences for ignoring them. These actions are what's helping business and public buildings stay open, afloat, and avoid legal troubles. It is for the safety for all.

Defer to a higher authority.



Response Plans



Remind people this is a state policy, not your own. Businesses have to follow lots of rules, regulations, and procedures – whether they like them or not



Do not interrupt
Sometimes, people just need to vent.



Response Plan



It's not about you!
Odds are, you're not the sole source of an upset person/customer's frustration



Apologize – even when you're not wrong
Taking responsibility tends to diffuse situations

Don't get between the customer and their exit
Don't stand between the customer and the exit
Know your escape route



Response Plan

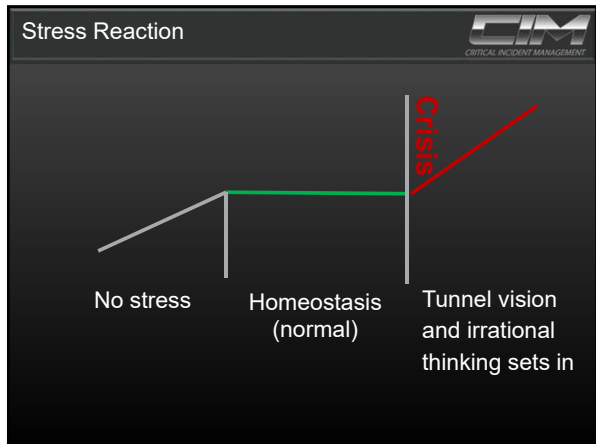


Let them take the "stuff"
"Let them walk out with the stuff." Call the police. *Be a good witness.*



Call 911 and get out of harms way





Hostage Survival **CIM**
CRITICAL INCIDENT MANAGEMENT

Accept your situation-Don't be a hero

The first minute to 45 minutes are most crucial
Suspect is in "fight or flight" mode

Don't speak unless spoken to
Only urgent short remarks

Try to rest

Hostage Survival (con't.) **CIM**
CRITICAL INCIDENT MANAGEMENT

Advise of any special needs

Be observant

Don't be argumentative

Treat Captors like royalty

Be patient

**IF THE RESCUE COMES,
HIT THE DECK AND TAKE COVER!**

Blend In



When you are in deep
DODO,
say nothing
and try to look like you
know what you're doing!

Practice patience as a means
to an end.

-Dove Chocolates



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