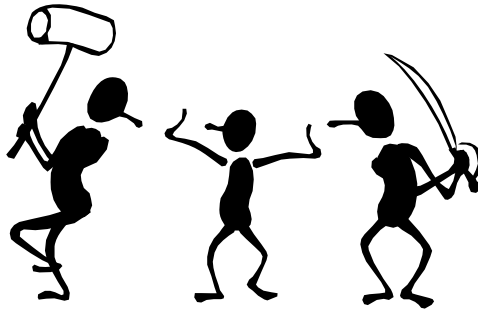


De-Escalating Volatile Situations



A Training Seminar for Trial Court Support Personnel

Michigan Hall of Justice Conference Center
November 7, 2006

Faculty

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Biography

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John Ort is a former Michigan State Police (MSP) Captain and Deputy State Director of Homeland Security and Emergency Management. He was hired in June 2005, by the Michigan Supreme Court as its first Trial Court Security Specialist. He brings with him 29 years of law enforcement and public safety experience.

John is charged with developing security protocols for Michigan trial courts and he advises judges and court staff on matters relating to court security and emergency management. As part of his security-related responsibilities, John conducts threat and risk assessments, performs research and analysis, and provides training for the judiciary.

Prior to his retirement as commander of the MSP Emergency Management Division, John was the Governor's authorized representative for Presidentially declared disasters and was the State Coordinating Officer for state and local disaster recovery projects. John also served as chairman of the Michigan Homeland Security Advisory Council, the Michigan Homeland Security Task Force, the State Emergency Response Commission, and the Michigan Hazard Mitigation Coordinating Council.

John enlisted in the MSP in June 1979, and is a graduate of the 96th State Police Academy. During his 26-year career with MSP, he served at the Romeo, Niles, Lansing and Battle Creek posts; as well as in the Executive Division; Fire Marshal Division; Investigative Resources and Intelligence Section; Uniform Services Bureau; and the Special Operations Division where he was responsible for the Aviation, Traffic Services, Prevention Services, Field Services, and Operations Sections.

Prior to employment with the Michigan State Police, John was a Detective Sergeant with the Cass County Sheriff's Department and a former officer with the Howard Township Police Department in southwestern Michigan.

De-Escalating Volatile Situations

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Caveats

- Know that no training can tell you exactly what to do in each situation
- Know that each hostile situation is different
- Know that you must use your own judgment to determine how to deal with a hostile situation
- Know that there is no single solution, guidebook, or approach that works with every situation

Important Note on Safety

- Safety is Goal #1
- Your safety and the safety of others is paramount
- Do whatever is necessary to keep yourself and others safe
- Always error on the side of safety
- You are not security guards or police officers
- You are not expected to handle hostile, abusive, or violent people
- Know the Emergency Procedures for your facility

Judicial Branch of Government

- Context
 - Potentially Hostile/Angry/Violent Person
 - Who comes to court and why?
 - Environment
 - What is it like to come to court?
 - Cultural Environment
 - Physical Environment
 - Social Environment
 - Situational Environment
 - Interpersonal Environment
 - Interaction Between Persons and the Environment
 - Experience or outcome?

Judicial Branch of Government

- The legal process can literally disinhibit a person
- The government can:
 - take or restrict an individual's freedom
 - seize a person's assets
 - brand an individual as a social outcast
 - separate spouses and families
 - keep parents from children
 - embarrass and punish

Anger – What We Know

- People choose their own emotional states
- Their feelings belong to them
 - as such, it isn't your responsibility
 - what is your responsibility, however, is to ensure that you don't knowingly do something they choose to take as anger provoking
- We need to accept the fact that people will and have to right be angry at times
- They DO NOT have a right to take out their anger on you

What Angry People Need & Want

- They want what they want – their problem(s) solved (a half-truth)
 - They may want to vent their anger
- They want help - even if you can't solve their entire problem
- They want choices and alternatives
- They want acknowledgement of their situation and their feelings

Mental Illness

- A continuum of disorders affecting a person's perception of reality
- From relatively mild – to severe and profound
- Most mentally ill people are NOT dangerous
- However, some are
- Severity of diagnosis increases risk
 - assumes previous contact with MH system

Angry Behavior

- Mild expressions
 - raise voice
 - become animated
 - turn red faced
- Don't be easily offended
- Allow the angry person to vent a little steam before you deem the behavior unacceptable
- The problem is not angry behavior, but hostile/abusive behavior

Hostile/Abusive Behavior

- Intended conscious or unconscious effects
 - put you off balance
 - manipulate and control you
 - demean you in some way
 - cause you to feel guilty
 - intimidate you

Verbal Abuse

- Behaviors intended to demean and control you
 - persistent swearing
 - sexist comments
 - racist comments
 - irrelevant personal remarks
 - threats
 - intimidating silence
 - accusations of various types
 - comments about your competency

Non-Verbal Abuse

- Behaviors that tend to have a manipulating effect on you
 - standing in your personal space
 - staring at you
 - table pounding
 - throwing things
 - leaning over you
 - fearsome facial expressions
 - loud sighing
 - pointing or other offensive gestures

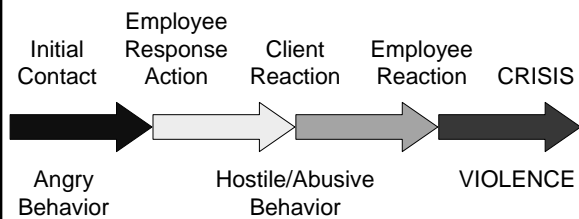
Rules of the Abuse Game

- What the instigator expects from you:
 - When confronted I will take the "bait"
 - When attacked I will respond defensively
 - When attacked I will counterattack

Violence

- Any activity that is either intended to cause, or can cause physical harm
 - may include a simple assault (contact) where no physical harm was done
- Remove yourself from the situation
- Request assistance
 - security
 - law enforcement
 - coworker
- Take measures to protect/defend yourself

Anger Continuum/Escalation



Defusing Process

- The **CARP** System
 - **C**ontrol
 - **A**cknowledge
 - **R**efocus
 - **P**roblem-Solve
- A simple way to remind yourself about the steps in the defusing process
- All four components are necessary to effective defusing

CARP

- **Control**
 - gain control over the interaction
 - get the person to stop and listen
 - behave in ways that send the subtle sub message “**Your techniques are not going to work on me**”

Self-Control

- Knowing what “pushes your buttons”
- Slow down your responses
 - if the brain stops working, don’t forget to turn off the sound
- Take a timeout/break
- Use self-talk strategies
 - I’m better than that
 - I’m not getting suckered
 - I won’t pay the price
 - I need to walk a mile in his/her shoes

CARP

■ Acknowledge

- Active Listening / Empathy (relate)
- Attentive / Understanding
 - without going into any depth about all the details of the person's feelings or story
- Deal with the feelings first
- Validate the person's anger – before solving or explaining anything
- Make sure that you come across as a “real” person

CARP

■ Refocus

- Once the emotions are dealt with, transition to dealing with the actual problem or issue
- Repeat, in your own words, the person's problem(s)
- Focus on the solution, not the person

CARP

■ Problem-Solve

- Getting down to the business at hand
 - you may gain **C**ontrol and **A**cknowledgement at the same time
 - resist jumping into problem solving too early
 - go back to **A**cknowledge if client is not ready to deal with problem solving
- Suggesting possibilities
- Appearing helpful
- Offering choices as available
- Agreeing on a course of action

Principals of Defusing

- Deal With The Feelings First
 - anger and frustration first
 - acknowledge and empathize
 - appearing a personable as possible
 - using a calming tone of voice
 - explain the aggression will not achieve the desired goal
 - reminding the individual of possible consequences of aggressive actions

Principals of Defusing

- Avoid Coming Across As Bureaucratic
 - you're viewed as an "object" of the government
 - the public expects you to be cold, distant, and formal
 - their anger is primarily about the "system"
 - come across as a real human being
 - avoid bureaucratic language – explain in common language

Principals of Defusing

- Each Situation Is Different
 - each person you deal with is different
 - expect a response of confusion and increasing tension
 - people will respond differently depending on the tactics used
 - watch and listen for what techniques are working

Principals of Defusing

- Strive To Control The Interaction
 - acknowledge their feelings and attempt to get them to start responding to you
 - if you can't get control, you can't accomplish anything

Principals of Defusing

- Begin Defusing Early
 - be the first person to speak
 - look for nonverbal indications that the person is upset
 - important to slow down angry confrontation
 - time can defuse level of arousal associated with frustrations

Principals of Defusing

- Be Assertive, Not Aggressive Or Passive
 - act and look confident
 - talk calmly but firmly
 - physical posture must be confident
 - leave out references to your own emotions
 - when you... I feel...
 - aggressive: invites confrontation and argument
 - passive: appearing like you have a “kick me” sign on your butt

Principals of Defusing

- If You Lose Control of Yourself, You Lose, Period
 - self control = anger control
 - don't lose control over your own emotions and reactions
 - don't "take it out" on the person
 - don't be intimidated
 - don't communicate your anger in ways that will make the situation worse

Principals of Defusing

- What You Focus On, You Get More Of
 - side step the "red-herrings"
 - acknowledge and move on (REFOCUS on the problem)

Principals of Defusing

- Don't Supply Ammunition
 - don't sigh, roll your eyes, show frustration, mutter, laugh, or do similar things to further provoke a hostile person
 - your words and actions can be used against you
 - hostile people will try to get you to agree to something about the organization or its employees

Principals of Defusing

- Don't Ask Questions You Don't Want To Hear Answers To
 - Careful how you respond to accusations
 - why do you think I don't like (ethnic background) people?
 - why do you think the judge's ruling was improper?
 - why do you think the court unfairly took your children away?

Principals of Defusing

- Avoid Inadvertent Errors
 - view your own behavior as it appears to the person
 - think like the person or try to put yourself in their position

Principals of Defusing

- Avoid High Risk, High Gain Behavior
 - when it works, it can be very effective in defusing
 - when it doesn't work, it escalates the conflict

Hostile/Abusive Behavior on the Telephone

- Politely tell the person that their behavior is not acceptable
- Second time – warn them that if they persist, the call will be terminated
- Third occurrence – politely terminate the call
- Have your supervisor contact the person and (re)explain why the call was terminated

Potential For Violence

The most negligent, unprofessional, obscene words anyone can ever say are:
“It will never happen here.”

– Lt. Col. Dave Grossman
– Author of *On Killing, On Combat, and Stop Teaching Our Kids to Kill*

Violence – What We Know

- No matter how bizarre or irrational, every individual of violent intent is driven to that violence by a highly personalized grievance
- Violence is embarked upon for a specific reason which can be generally described as the relentless pursuit of justice
- Anyone of us is capable of acting out in violence given sufficient provocation and an absence of inhibitors

Presence/Absence of Inhibitors

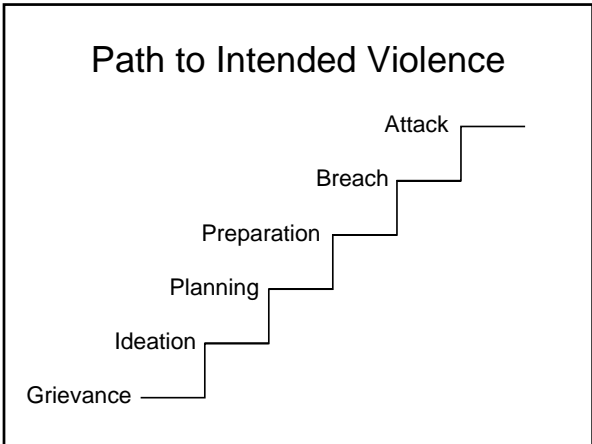
- A person's stake in a situation can be personal, ideological, financial, related to deeply held religious or moral beliefs, emotional or delusional.
- What's at stake?
 - Home
 - Family
 - Career
 - Resources
 - Reputation
 - Health
 - Alternatives
 - Belief System
 - Self-Esteem
 - Dignity

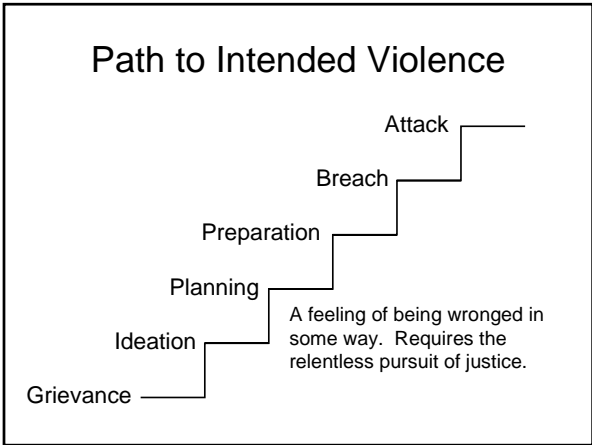
Violence – What We Know

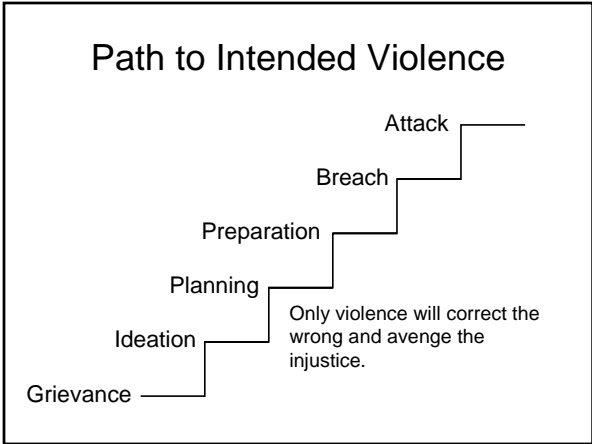
- Dangerousness is not a permanent state of being, or an attribute of a person; dangerous is situational
- Most attacks are the products of organized (planned) behavior
 - Almost without exception, these attacks are neither impulsive nor spontaneous
- In no circumstances should threats of physical harm be ignored or discounted

Inappropriate Communications

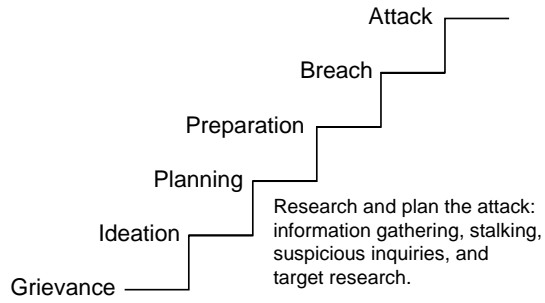
- See Court Security Bulletin No: 05-01
- Report all inappropriate communications and threats to local law enforcement for investigation



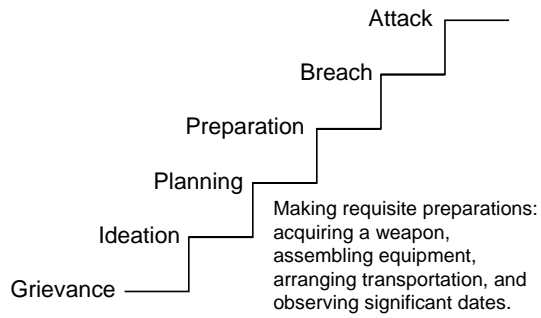




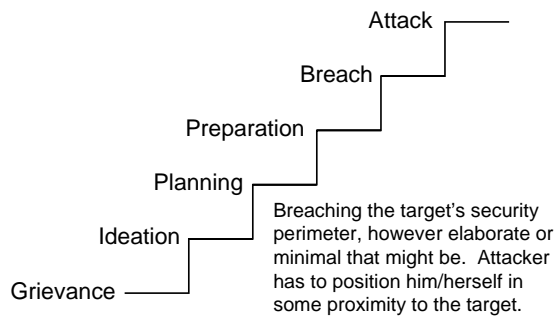
Path to Intended Violence



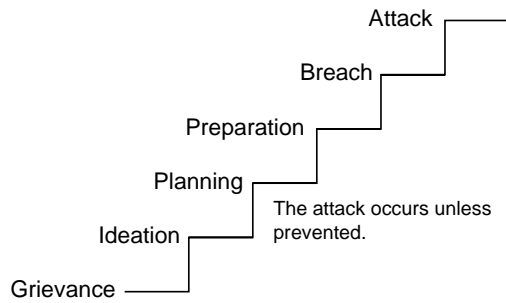
Path to Intended Violence



Path to Intended Violence

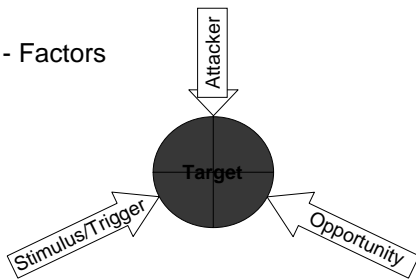


Path to Intended Violence



Products of Violence

3 - Factors



Being Prepared

- Review the Case File for Red Flags
 - history of violence (arrests/convictions)
 - issuance of protective or restraining orders
 - prior triggering events
 - social isolation
 - romantic obsession
 - history of drug or alcohol abuse
 - sever or chronic depression
 - pathological blaming
 - work history

Being Prepared (cont'd)

- Remove other stressors
 - map to court and parking
 - directions to hearing/court room
- Set the tone (prior to the hearing)
 - rules of conduct
 - security practices and procedures
 - summary of proceedings
- Observe the party(ies)
- Play the “what if” game – mental imagery

Five Stages of Alertness

- Condition White
 - environmental unawareness
- Condition Yellow
 - heightened state of awareness
- Condition Orange
 - an undesirable event has occurred or is occurring
- Condition Red
 - you must react now!
- Condition Black
 - is one of panic, absolute terror, frozen muscles, mental paralysis, frenzy – and victimization

The Attacker

- Your first contact with the party(ies) will establish the rules of conduct for future hearings
- A perpetrator can “size you up” in a matter of seconds as a potential victim
- People who act always have an advantage over people who react
- A threatening person can cover 21 feet in 1.5 seconds

Potentially Violent Situation

- Warning Signs
 - quick changes in or disorganized behavior
 - excessive demands
 - physical or verbal intimidation
 - pressured speech
 - hyper-vigilant / heightened anxiety
 - flight of ideas
 - physical signs of agitation
 - stares or glares
 - looking for avenues of escape
 - dilated or constricted pupils

Potentially Violent Situation

- Trust Your Instincts
 - heed this feeling because it's telling you something
- Don't Assume Compliance and Respect
- Watch Group Dynamics
 - parents
 - other family members

Potentially Violent Situation

- Be aware that anything in the room can be used as a weapon
 - play the "You Know What Really Hurts" game
- Position yourself so that the person cannot block your access to an exit
- Position yourself at a "right angle" rather than directly in front of the other person
- Don't invade the individual's personal space
- Never turn your back

Potentially Violent Situation

- Project calmness; move and speak slowly, quietly and confidently
- Don't challenge, bargain or make promises
- Don't say "calm down" – instead, ask how you can help – stall for time
- Ask the aggressor for his/her ideas
- Accept criticism in a positive way
- Describe consequences of violent behavior

Other Thoughts

- Prevention – warning other staff
- Escape – know your workplace
- Barricading and Hiding – only if you cannot escape
- Emergency Procedures – know and practice the plans
- Directions – know where you are located
- Trained people have the advantage
- The most critical component of any security plan is YOU!
- Stay "YELLOW"

Remember the Adage?

The customer is always right...
especially when he is holding an AK-47 rifle.

Examples of Hot Phrases & Words

- Any reference to specific ethnic backgrounds or race, color, etc.
- Other word related to unequal treatment
 - racist
 - discrimination
 - bias
 - bigoted
 - race
- Words or phrases that suggest disinterest
 - Whatever
 - I don't care
 - I don't give a damn
 - I only work here
 - That has nothing to do with...
 - I'm not interested in...
 - I don't want to hear about your...
 - What do you want me to do about it
- Phrases that blame or imply blame, or suggest ignorance
 - If you paid more attention, you would...
 - Why don't you listen
 - You don't know anything about...
 - Obviously, you haven't...
 - If you would have...
- Absolute words
 - Always
 - Never
- Phrases that express an opinion about the client
 - I don't like you or your attitude
 - You are rude
 - What's your problem
 - Calm down
 - You should be more reasonable
 - You have no right to...
- Phrases that suggest helplessness
 - There's nothing I can do
 - There's nothing you can do

- Phrases that have a threatening undertone
 - If you don't be quiet, I will throw you out
 - I'm not going to tell you again
 - You aren't going to get much help if you insult me

- Phrases that are challenging
 - Go ahead, try to get me fired
 - You can do whatever you like
 - You have no right to...
 - My supervisor is just going to say the same thing

Things NOT to say to a customer:

- "Because that's the rule (policy)!"
- "I haven't a clue what I'm talking about, but I'll ramble on regardless."

Things you might say to a customer:

- Have I done something personally to upset you? Because if I have, I'd really like to correct it. I really would like to help you.
- Can you help me, help you?
- Is there anything I can say to get you to do X, Y & Z? I'd like to think so.
- Let me make sure I understand what you're telling me.
- I can help you with that!
- How would you suggest we solve this?
- Please / Thank You / Your Welcome / You Are Right / I'm Sorry or Apologize

Additional Information:

The "aggressive" employee **RE-acts** to events. The "assertive" employee **RE-sponds**. The prefix RE means to come back to, to return, so when we react, the act controls us. Reactive employees make mistakes because they are controlled by the action itself. The assertive employee, by contrast, Responds, he/she re-answers rather than reacts, suggesting greater control. When upset, people never say what they mean. When we react to an angry person's careless and abusive words then we are incapable of responding to the meaning(s). The public wants responsive public servants – not reactive ones – solving their problems.

Another confused set of words is **sympathy & empathy**. The word sympathy means to *share feelings with*, to be in accord with, whereas empathy (EM for the Latin 'to see through,' and 'pathy' from the Greek meaning 'eye of the other') means *to understand* as if you stood in the others shoes only momentarily.



Trial Court Security Bulletin

Michigan Supreme Court Security Division

No: 05-01
October 10, 2005

Topic: INAPPROPRIATE COMMUNICATIONS

In recent years, there has been an increase in the number of threats against members of the judiciary and other court officials. Studies by federal law enforcement indicate that direct threats against public officials may not represent the greatest danger. Typically, the person who seriously wants to harm you will not make the threat known. However, findings show that most attacks are the product of organized behavior. Almost without exception, these attacks are neither impulsive nor spontaneous. This bulletin specifically focuses on the definitions and behaviors that constitute an inappropriate communication. Inappropriate communications, threats, or assaults should be immediately reported to law enforcement, investigated, and responded to accordingly.

Inappropriate communications can occur at any time and while:

- Working
- Attending a business function
- At home
- Traveling
- Vacationing

Inappropriate communications can be made or received:

- Verbally by means of:
 - telephone or voicemail
 - radio or TV (media)
- In writing by means of:
 - letter or note
 - fax
 - e-mail
 - website or blog
- Through a third party or informant
- By some other suspicious activity

Communications containing any single one or combination of more than one of the following references should be immediately reported to law enforcement:

Threats – Reports of all direct threats of harm to judicial officials, staff members, or any other person. Note that threats are not always direct or specific. Veiled threats (“you’ll get yours”) or conditional threats (“you better do...or I will...”) should also be reported to law enforcement. Any assault or attempted assault on a judicial official or staff member should be immediately reported to law enforcement. In addition, report any suspicious activity around a judicial official, or offices occupied by court personnel.

Inappropriate Communications – Many communications do not make explicit threats, but are nonetheless cause for concern. Report to law enforcement any communication that

meets any single one or combination of more than one of the following behaviors:

1. A particular complaint or sense of outrage over the handling of a court case.
2. Pseudo-legal court filings.
3. Reference to a special history or special destiny shared with the judicial official.
4. Evidence of suspicious behavior, stalking behavior, or research on the personal affairs of the judicial official (i.e., knowledge of personal address, names of family members, knowledge of home phone number or kind of vehicle owned or driven).
5. Religious and historical themes involving the judicial official (including admonishments for the judicial official to change lifestyles or personal behavior).
6. References to death, suicide, weapons, violence (i.e., “going postal”), assassinations, acts of terrorism, or war.
7. Extreme or obsessive admiration or affection.
8. Obsessive desire to contact the judicial official (including plans for meetings, interest in home address or other personal information, surveillance, or following).
9. Belief that a debt is owed the person by the judicial official (not necessarily money, but any kind of debt).
10. Perception of the judicial official as someone other than himself/herself (an imposter, a historical figure, the suspect’s relative, God or the devil).
11. References to public figures who have been attacked (Lincoln, Lennon, Sadat, Kennedy, etc.).
12. References to individuals (or their acts) who have attacked public figures or committed notorious acts of violence or terrorism (McVeigh, Oswald, Hinckley, Sirhan-Sirhan).
13. References or claims of mental illness, such as psychiatric care, anti-psychotic medication, etc.
14. References to body guards, security, safety, danger, etc.

Beyond these general behaviors, include anything that is disjointed in content, sinister, or otherwise questionable. This would include bizarre or unreasonable solicitations.

Questions or assistance regarding the content of this bulletin may be directed to:

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Trial Court Security Bulletin

Michigan Supreme Court Security Division

No: 05-02
October 17, 2005

Topic: CT-SECURITY-L LISTSERV

To: Regional Administrators
Trial Court Administrators
Trial Court Security Coordinators
Trial Court Emergency Services Coordinators

To improve communications and information sharing between persons that have courthouse security and emergency services responsibilities, an electronic mailing list, or an e-mail LISTSERV has been established.

CT-SECURITY-L is a free e-mail list service provided by the State of Michigan and the Michigan Supreme Court. Access to the CT-SECURITY-L, which is a closed (nonpublic) Listserv, is only open to approved partners of Michigan's Criminal Justice System. This Listserv will allow state and local security and emergency services partners to ask questions and share information with each other regarding topics like:

- Security
 - courthouse (physical)
 - personal (judicial officials and staff)
 - threat assessment
 - technology, equipment, and products
 - procedures, polices, and administrative orders
 - best practices
 - training
 - resources
 - news
- Emergency Management
 - continuity of operations planning (COOP)
 - occupant emergency procedures
 - homeland security

What is a Listserv?

A Listserv is an electronic communication tool (e-mail) that offers its members the opportunity to post information, suggestions, or questions to a large number of people (e-mail recipients) at the same time. When you submit a question or something that you want to share to the Listserv, your submission is distributed to all of the other people on the list.

CT-SECURITY-L Listserv has two different e-mail addresses:

1. List Address: This is the address you use to submit an e-mail containing a query or information that you want to share with the entire group (list). This message will be distributed to all people on the CT-SECURITY-L Listserv. This is known as "sending mail to the list." The CT-SECURITY-L list address is: ct-security-l@listserv.michigan.gov

2. Listserv Address: This is the address that you send system commands to such as subscribing and unsubscribing. The Listserv Address is: listserv@listserv.michigan.gov

What are the benefits of a Listserv?

- A single e-mail posting to the CT-SECURITY-L Listserv taps the collective thoughts of Michigan's criminal justice system partners (CJSP)
- Save on overnight couriers, postage, and long distance phone calls
- Some CJSP's may only have access to e-mail (i.e., they don't have "full" Internet connectivity)
- CT-SECURITY-L Listserv is handled automatically by a central computer
- There is no human intervention which increases the speed and does not waste human resources

Who can use CT-SECURITY-L Listserv?

- Any approved CJSP who has an Internet e-mail address, i.e. Internet, Hot Mail, Juno, America On-Line (AOL), Prodigy, CompuServe, etc.
- Any approved CJSP who knows how to send an "Internet" e-mail message
- Any CJSP interested in joining the CT-SECURITY-L Listserv or discussion group must subscribe to be a member

How do I get the most out of Listserv participation?

The Internet is not just a place to receive information; it is also a place to contribute and share information. After observing messages from the CT-SECURITY-L Listserv, join in, share your ideas, make suggestions, ask questions, and wait for responses to your messages.

If you would like to have your message (reply) broadcast to the entire CT-SECURITY-L Listserv group, you can respond by simply using your e-mail "reply" link or button. All the members of the CT-SECURITY-L Listserv will receive a copy of your e-mail response.

In case you are reluctant to have your message broadcast to the entire CT-SECURITY-L Listserv group, you can respond directly to the individual who posted the message by addressing it to that individual's personal e-mail address. Many people feel more comfortable communicating this way at first.



Trial Court Security Bulletin

Michigan Supreme Court Security Division

No: 05-02
October 17, 2005

Topic: CT-SECURITY-L LISTSERV

Netiquette for CT-SECURITY-L Listserv participation

- Be courteous in all your communications. It is important that you carefully select your words so as to not offend members of the list.
- Using all capital letters in your message is considered to be SHOUTING, so stick to lowercase and proper case letters unless you are trying to SHOUT!
- Be careful to use the correct e-mail address. The address used to subscribe and unsubscribe is not the same as the address to communicate with the CT-SECURITY-L Listserv group.
- Be careful when you want to reply to just the author of a list message. The CT-SECURITY-L Listserv will send your reply to the entire list if you simply use your e-mail "reply" command.
- Stick to the topics intended for discussion on the CT-SECURITY-L Listserv. This practice may save you the embarrassment of receiving messages from group members criticizing you for not following the list's format.
- Don't "Spam" or use the Listserv group to promote or sell commercial services or personal products.
- It is not necessary to respond to every message received with an "I agree" or "Me too!" If everyone sent that type of response, e-mailboxes would be filled with time-consuming nonessential messages. If you are compelled to send this type of message, send it to the original sender only and not to the whole Listserv.
- Keep your e-mail address current. If your e-mail address changes, unsubscribe the old e-mail address and subscribe using the new e-mail address.
- Don't be critical of people's queries posted to the Listserv. Many people will be new to the Listserv. Send them a private e-mail message and "gently" make suggestions if you think it is warranted. We're here to learn, share, and grow from each other.
- Avoid flaming individuals on the Listserv. If you have a conflict with an individual, settle it by private e-mail messages and not the Listserv.

How do I become a member of CT-SECURITY-L Listserv?

To subscribe to the CT-SECURITY-L Listserv send an e-mail message using your normal method of sending to internet mail. This message should be address to LISTSERV@LISTSERV.MICHIGAN.GOV with a subject of SUB CT-SECURITY-L and a command for subscription in the message body SUBSCRIBE CT-SECURITY-L Your Name.

If you have problems sending to Internet mail, contact the CT-SECURITY-L Listserv administrator: ortj@courts.mi.gov

Detailed Instructions

Send your subscription request via Internet e-mail.

1. In the **address (To:)** field type:
LISTSERV@LISTSERV.MICHIGAN.GOV
2. In the **subject** field type: SUB CT-SECURITY-L
3. In the **body** of the message type: SUBSCRIBE CT-SECURITY-L Firstname Lastname

E-Mail Example

To: LISTSERV@LISTSERV.MICHIGAN.GOV
Subject: **SUBSCRIBE CT-SECURITY-L**
Message: **SUBSCRIBE CT-SECURITY-L John Doe**
(you must use your real first and last name to be a member of CT-SECURITY-L Listserv)

Following your subscription request to the Listserv, you will receive a confirmation e-mail from the CT-SECURITY-L Listserv administrator indicating that you are an approved member and that you may begin using the service.

How do I cancel my membership to CT-SECURITY-L Listserv?

To unsubscribe to CT-SECURITY-L Listserv send the following e-mail message via the Internet:

Detailed Instructions

1. In the address (To:) field type:
LISTSERV@LISTSERV.MICHIGAN.GOV
2. In the subject field type: UNSUB CT-SECURITY-L
3. In the body of the message type: UNSUBSCRIBE CT-SECURITY-L

Questions or assistance regarding the content of this bulletin may be directed to:

John Ort
Trial Court Security Specialist
Michigan Supreme Court
Security Division
Office: (517) 373-4427
Email: ortj@courts.mi.gov