

## Potentially Violent Behavior

Call Campus Police if you feel threatened.

- Project Calmness: Move and speak slowly, quietly, yet confidently.
- Be respectful.
- Be an empathetic listener, encourage the person to talk and listen carefully and patiently (this can be hard when a person is ranting). Focus your attention on the person.
- Sit close to the door, do not get right in front of the person, and maintain a relaxed posture.
- Acknowledge the person's feelings.
- Use delaying tactics to help the person calm down. (Offer a drink of water in a paper cup). If they respond positively, use this time to call Campus Police.
- Be reassuring and point out choices.

**Do not:**

- Be cold or apathetic.
- Reject all demands from the start.
- Try to avoid physical contact, finger-pointing, staring, and/or invading the person's space.