

6. APPENDICES

Appendix D – Five warning signs of escalating behavior

Warning signs	Suggested responses
Confusion	
Behavior characterized by bewilderment or distraction. Unsure or uncertain of the next course of action.	<ul style="list-style-type: none"> • Listen to their concerns. • Ask clarifying questions. • Give them factual information.
Frustration	
Behavior characterized by reaction or resistance to information. Impatience. Feeling a sense of defeat in the attempt of accomplishment. May try to bait you.	<ul style="list-style-type: none"> • See steps above. • Relocate to quiet location or setting • Reassure them. • Make a sincere attempt to clarify concerns.
Blame	
Placing responsibility for problems on everyone else. Accusing or holding you responsible. Finding fault or error with the action of others. They may place blame directly on you. Crossing over to potentially hazardous behavior.	<ul style="list-style-type: none"> • See steps above. • Disengage and bring second party into the discussion. • Use teamwork approach. • Draw client back to facts. • Use probing questions. • Create “yes” momentum.
Anger – judgment-call required	
Characterized by a visible change in body posture and disposition. Actions include pounding fists, pointing fingers, shouting or screaming. This signals very risky behavior.	<ul style="list-style-type: none"> • Use venting techniques. • Don’t offer solutions. • Don’t argue with comments made. • Prepare to evacuate or isolate. • Contact supervisor and/or security.
Hostility – judgment-call required	
Physical actions or threats which appear imminent. Acts of physical harm or property damage. Out-of-control behavior signals they have crossed over the line.	<ul style="list-style-type: none"> • Disengage and evacuate. • Attempt to isolate person if it can be done safely. • Alert supervisor and contact security immediately.