

## Five Warning Signs of Escalating Behavior

Warning Signs	Possible Responses
<b>Confusion</b>	
Behavior characterized by bewilderment or distraction. Unsure or uncertain of the next course of action	<ul style="list-style-type: none"> <li>➤ Listed to their concerns.</li> <li>➤ Ask clarifying questions.</li> <li>➤ Give them factual information.</li> </ul>
<b>Frustration</b>	
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"> <li>➤ See steps above.</li> <li>➤ Relocate to quiet location or setting.</li> <li>➤ Reassure them.</li> <li>➤ Make a sincere attempt to clarify concerns.</li> </ul>
<b>Blame</b>	
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. <b>Crossing over to potentially hazardous behavior.</b>	<ul style="list-style-type: none"> <li>➤ See steps above.</li> <li>➤ Disengage and bring second party into the discussion.</li> <li>➤ Use teamwork approach.</li> <li>➤ Draw client back to facts.</li> <li>➤ Use probing questions.</li> <li>➤ Create "Yes" momentum.</li> </ul>
<b>Anger - Judgment Call Required</b>	
Characterized by a visible change in body posture and disposition. Actions include pounding fists, pointing fingers, shouting or screaming. <b>This signals very risky behavior.</b>	<ul style="list-style-type: none"> <li>➤ Utilize venting techniques.</li> <li>➤ Don't offer solutions.</li> <li>➤ Don't argue with comments made.</li> <li>➤ Prepare to evacuate or isolate.</li> <li>➤ Contact supervisor and/or security.</li> </ul>
<b>Hostility – Judgment Call Required</b>	
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"> <li>➤ Disengage and evacuate.</li> <li>➤ Attempt to isolate person if it can be done safely.</li> <li>➤ Alert supervisor and contact security immediately.</li> </ul>

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