

Situational Awareness and De-Escalation

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Agenda

- Crime on Campus
- Situational Awareness
- Reasonable Behavior on Campus
- De-Escalation
- Resources



Crime on Campus

Property Crime:

- Bikes,
- Laptops,
- Bags,
- Vehicle Break-ins

Interpersonal Violence:

- Domestic Violence
- Workplace disputes



Situational Awareness

- Establish a baseline
 - Sounds, Smells, Activities
- Be aware of Patterns
- Normalcy Bias
- Permission to Act



Visitors

Who enters your space?

- Students
- Faculty
- Staff
- Community Members
- Alumni
- Donors



Triage the Situation

- Boundaries
 - Is it apparent that someone has entered your space?
 - Your Safety Bubble
- Customer Service
 - Greeting/Recognition
 - Follow reasonable guidelines, i.e. use sitting area, sign in, etc
- Reasonable Responses to Reasonable Requests
- Indicators of anger, crisis or other concerns



Reasonable Behavior on Campus

- Student Conduct Code
- Respectful Workplace Notice (UO HR)
- Professionalism/ Mutual Respect
- Varies by space

What is unreasonable behaviour in your space?

How do we communicate guidelines to visitors?



Recognizing Difficult Interaction

- Body Language
- Mannerisms
- Verbal Patterns
- Threats
- Aggressive Presence
- Not following reasonable requests / crossing boundaries



Personal Response

- How do you feel about conflict
- What are your personal tells? (Flushed, talking fast, slowed response)
- If you aren't the best person to deal with a situation, who can help?



Physical De-Escalation

- Stance
- Posture
- Barriers
- Watch Hands
- Be aware of your Defensible Space, "arm's reach"
- Escape Routes
- Weapons of Opportunity
- Leave and Communicate



De-Escalation Overview

- Establish Context
- Gather Information
- Provide Options
- Move Toward Compliance
- Disengage or Escalate



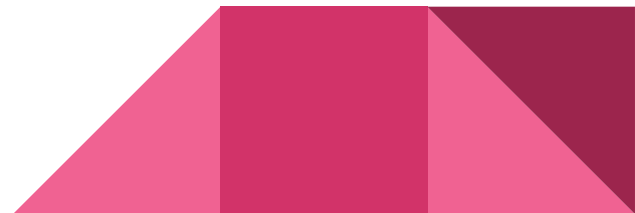
Natural Communication vs Tactical Communication

- Natural Communication

- Not purpose driven
- Recognizes ego
- Driven by emotion: "Natural Communication makes you feel good. . ."

- Tactical Communication

- Goal-oriented
- Professional
- Sets context
- Controls escalation
- Self-aware




Set Context


- Who you are and why you're talking to them
- What is your authority to help?
- Triage: Audience or no audience?



Active Listening

- Start with open-ended questions: How can I help? How are you today?
 - Allow them to vent.
 - Ask clarifying questions: Let me see if I understand you...
 - Don't accuse or place blame.
 - Assess their reasonable responses to reasonable requests.
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Step 1: Ask

- Be aware of your Tactical Communication Goal
 - Ask with a friendly voice
 - The "question mark" in your voice should be heard
 - The way you ask establishes your:
 - Credentials
 - Credibility
 - Character
 - Not condescending
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Step 2: Explain Why

- Set the professional context
- Make it impersonal: "For your safety and mine."
- When you meet resistance of any kind, go back and set context.
- Don't use "I" statements
- Universal sign of respect
 - Everyone would rather be asked than told.




Step 3: Create and Present Options


- Friendly Voice: should seem friendly and helpful
- Positive-Negative-Positive: When giving options:
 - Put the positive first
 - Then negative
 - Then remind of positive



Step 3: Create and Present Options

- Be Specific (Generalities lead to outbursts)
 - Go home or go to jail are too similar
 - Paint a picture of the positive: Get to class, get to work, see your family
 - Provide a clear path
 - Greed Principle: What's In It For Me?
 - Wrap the request in their greed, not yours
 - What's their goal?
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Step 4: Confirm Noncompliance


- "Is there anything I can say to get you to comply so all these other things won't happen?"
 - Help people build ground to stand on, to save face.
 - Don't let your ego become an obstacle.
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Step 4: Confirm Noncompliance

- Words are just words.
- Keep your safety in mind
- Keep your self-control in mind
- However, there is a reasonable standard of behavior for Students, Faculty and Staff



Step 5: Act - Disengage and/or Escalate

- Keep your safety in mind
 - Don't make threats.
 - As a university employee, you can tell someone they need to leave.
 - Get to a safe place and call UOPD at 541-346-2919.
 - For any Life/Safety emergency, call 911.
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Campus Resources

Students of concern:

Report a Concern:

dos.uoregon.edu/concern

Reports are not reviewed after-hours, on weekends, or during university holidays or breaks. If you consider the situation to be an emergency, call 9-1-1

Report a Concern

Faculty/Staff of concern:

Report a Concern to:

- Human Resources or Academic Affairs

Dean of Students:

541-346-3216

Emergencies: 911

University Counseling Center

(after hours): 541-346-3227

UOPD non-emergencies:

541-346-2919

Resources

Verbal Judo: The Gentle Art of Persuasion by George J. Thompson

The Gift of Fear and Other Survival Signals that Protect Us From Violence by Gavin de Becker

Difficult Conversations: How to Discuss What Matters Most by Douglas Stone, Bruce Patton and Sheila Heen



Contact

- James Stegall, UOPD Director of Security
- jstegall@uoregon.edu
- Office: 541-346-2651

UOPD Non-Emergency: 541-346-2919

Emergency: 911 (or 9-911 from campus phone)



Responding to Difficult People

- Think about your safety
 - Body placement
 - Physical barriers: Desks, Doors, Chairs
 - Options for help
 - Path to leave
 - Words to say
 - Distance is Safety

