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.
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
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?
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.
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.
Campus Resources

**Students of concern:**
Report a Concern: dos.uoregon.edu/concern

**Dean of Students:**
541-346-3216

**University Counseling Center (after hours):** 541-346-3227

**Faculty/Staff of concern:**
Report a Concern to:
- Human Resources or Academic Affairs

**Emergencies:** 911

**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