



If You Encounter a Potentially Aggressive or Violent Person

Sometimes we get involved in a situation in which another person may be hurting someone. It is important that we know what things we can do to attempt to disrupt an escalating situation.

- Remain calm, speak in a low voice, and don't argue with the person.
- Let them know consequences – “I can't help you if you don't calm down” or “I'll call security if you don't calm down.”
- Monitor your nonverbal cues: tone of voice, volume of voice, rate of voice, and a stance that is non-challenging (don't have your hands on your hips or sustain eye contact).
- Avoid invasion of the personal space of the others; keep a safe distance of about 3-6 feet.
- Treat people with respect regardless of their behavior.
- Do not make promises you cannot fulfill; don't promise that the police will not arrest him/her, for example.
- Report all behaviors to the appropriate authorities.

If violence is inevitable or is occurring,

- Call security or 911 immediately
- Do not try to physically force a person to leave; you may be hurt.
- Try to get others out of the immediate area.
- Never attempt to disarm or accept a weapon from the person.
- Calmly ask the person to put down the weapon if there is one involved.
- Don't argue, threaten, or block the person's exit.

Information adapted from the files on record in the STAR Central Office, no source given