



# Seeing Red? Be Calm

Have you dealt with members, patients or co-workers who are angry or upset? Identify the risk for potential workplace hostility and learn how to defuse tense situations.



## Signs and Symptoms of Escalating Behavior

- » Listen to the person's tone of voice, volume and rate of speech.
- » Observe the person's posture. Is s/he pacing, rigid or tense?
- » Watch for intimidating behavior. Is the person invading your personal space?
- » Listen for challenging statements, such as offensive language.
- » Is the person sweating, flushed or does s/he have watery eyes?
- » Is the person's breathing shallow and rapid?

## Be Calm

Consider these tips when interacting with someone who is acting aggressively:

- » Breathe
- » Don't interrupt, let them vent
- » Be sincere
- » Seek to come to an agreement
- » Don't get defensive
- » Ask questions, don't give orders

## Treat People with Dignity and Respect



**See the world through their eyes**



**Listen with all your senses**



**Ask and explain why**



**Offer options and let them choose**



**Give people the opportunity to reconsider**

## TEAM ACTIVITY

Discuss the following questions in your unit-based team meeting and make note of good ideas you want to try. Follow up by working with your team on strategies to reduce the potential for workplace conflicts that could result in possible violence.

- » What situations or conflicts in your workplace are most likely to lead to heated disagreements — and, potentially, violence? What changes can be made?
- » What are the steps for getting help in resolving tense situations in your department?



**STAY SAFE:** If you feel unsafe or witness a conflict that is escalating, leave the area and contact your manager or security. Follow the rules for your department or facility. For all emergencies, call 911. For more information, visit the [Prevention of Workplace Violence SharePoint site](#) [KP Intranet].