

Avoiding and Reacting to Crisis Situations

Skills and Awareness

First Take Care of Yourself

Take time to check in with yourself every day.

Choose your stress wisely, don't focus on what you can't change

Set boundaries for your time and space so you can take care of yourself.

Learn to say “no” so you don't overcommit your time.

Taking care of self allows you a greater ability to handle the difficult situations

Be honest with yourself regard abilities/capabilities and work within that ability

Make plans as a family and discuss possible situations

Practice mental imaging, have something to work with

60-90 Percent of Communication Is Non-Verbal

Facial expressions

Body movement and posture

Eye contact

Touch

Space

Voice

Defusing



De-Escalation



Defusing Techniques

Reduce the danger or tension in a difficult situation

- *Remain Calm / Listen*
- *Non-Judgmental*
- *Focus on feelings*
- *Allow silence*
- *Clarify Message*
- *Find a Solution*
- *Use positive talk*
- *Recognize Personal Limits*

De-escalation

Reduction of the intensity of a conflict or potentially violent situation

- *Be Empathic and Nonjudgmental*
- *Respect Personal Space.*
- *Use Nonthreatening Nonverbals*
- *Avoid Overreacting.*
- *Focus on Feelings*
- *Ignore Challenging Questions*
- *Set Limits*
- *Choose Wisely What You Insist Upon*

See Bad Things Coming To Avoid Bad Outcomes



A photograph of a man in a camouflage jacket kneeling behind a large deer with impressive antlers in a wooded area. The man is smiling and holding the antlers. The deer is lying on the ground. The background is filled with trees and foliage.

▣ I never saw him coming.”

▣ “He came out of nowhere.”

▣ “I had no idea he was there.”

▣ They did not see the danger or threat before it became a serious problem.

Be Alert

- ▣ *Keeping safe is a matter of paying attention to possible danger and avoiding it if possible*
- ▣ **Condition White**
- ▣ Represents a state of complete unawareness and unpreparedness. In this state you are oblivious to things going on around you and are exceedingly vulnerable to attack.
- ▣ **Condition Yellow**
- ▣ Represents a state of relaxed alert. There is no specific, obvious threat present, but you are aware that danger is always a possibility. You are aware of people around you as well as the environment in general. Condition Yellow is our goal state for everyday life.
- ▣ **Condition Orange.**
- ▣ This is a heightened state of awareness in which you observe or are aware of a specific threat. In this condition, you are beginning to formulate possible responses to deal with the danger. An example of this is when you realize that a threat is indeed following you or advancing toward you.
- ▣ **Condition Red** is essentially the byproduct of having to take action from Condition Orange. This is the stage that is associated with action. Things have escalated to the point where you are either engaging a threat or are in retreat. It is physically and mentally exhausting to be in Condition Red, as it demands that you be 100-percent dedicated to the danger at hand.

- ▣ ***Condition Black – Catastrophic Breakdown***
- ▣ You have now experienced a complete catastrophic breakdown mentally, physically or both. Some people go straight from White or Yellow to Black. This would be the “freeze” reaction, which is when your nervous system is overwhelmed and instead of entering “fight or flight,” simply shuts down.
- ▣ **Everyday Defense**
- ▣ Our goal is to maintain a Condition Yellow in our daily lives. This is the base level of awareness and the springboard for any further escalations in conditions. Staying at Condition Yellow in everyday life allows us to be aware of our surroundings and better protect ourselves from threats. This applies to driving in rush-hour traffic as much as it does personal protection situations. The ability to stay in Condition Yellow takes conscious effort in the beginning, but it will shortly become second nature. The methods used to help with this can be turned into life games. What color was the car you parked next to? How many people were sitting near the park benches? Small exercises like this can enhance your base level awareness skills.

Don't be an easy victim

Dress Down

Be Alert

Walk with Purpose

Don't let people stop you

Eye contact without stare

Stay in well lit areas

Don't show money

Carry keys in hand when approaching car

Check back seat

Use your senses

- ▣ Sight
- ▣ Hearing
- ▣ Smell
- ▣ Lesser Degree, Taste & Touch
- ▣ Sixth Sense (just a feeling)

Notice Anomalies

Not quite right

Change in environment

Other people's reactions

Out of the normal routine

Show Confidence

Calm yourself

Eye contact

Don't fidget

Speak slow and deliberate

Keep hands visible

Stand erect

Know yourself

Avoiding angry scenes & ugly crowds



- Persons in a mob lose their inhibitions to commit crime, as nobody can identify them.
- Members of the mob take on the character, personality and emotions of the mob, be they good or bad.
- If you find yourself caught in a mob situation, fitting in with the mob could be your greatest protection from the mob.
- Remain cool and collected, while you are acting just as crazy as everyone else, in order to get away.
- Work your way out of the mob slowly, any obvious move to leave could turn you into a target. Don't just walk away from the mob, cutting across the group to the nearest exit.
- Work your way gradually, from one point to another, trying to get to the edge of the mob, without seeming to do so.