

Match Your Reaction to the Immediate Problem

Fear

- Address and remove perceived threat - provide support
- Use relaxed posture, slow gestures, slow deliberate rate of speech
- Gradually close distance
- Respectful - one-down position
- Demonstrate assurance and encouragement
- Eye contact used but not forced
- At threat resolution - supportive contact

Frustration

- Demonstrate enough control for both of you
- Authoritative posture
- Calm, strong, deliberate, non-threatening gestures
- Position: directly in front - out of range
- Voice use - commanding, firm, confident
- Repetitive, simple statements
- Direct eye-contact
- Controlled expression

Manipulation

- Display refusal to become emotionally involved - “hooked”
- Demonstrate disinterest relative to the individual
- Closed, relaxed posture - slightly distant positioning - “off-center”
- Slightly bored detached voice to communicate that situation is manageable
- Avoid constant eye contact - primarily used when speaking
- Gain compliance of behavior before discussing details, concerns, requests

Intimidation

- Highest state of readiness
- Clearly define policy, options, and consequences
- Use “Formula for Compliance”
- Poised and ready but not fearful
- Use of barriers and access means of withdrawal
- Use limited but direct gestures
- Voice - matter of fact, little emotion/non-threatening
- Use repeated, clear statements
- Eye contact for emphasis – sparingly
- “Lead” and maintain distance