

# Know Your “Attitude” Tools

## Body Language

- Body language communicates our strengths and weaknesses to others
- Visual cues express confidence and control
- Think of it as “how not to flirt”
- Maintain a respectful verbal, emotional, and physical distance from the individual
- Control your breathing to control your SELF

## Posture, Movements, Gestures and Stances

- Stand upright with a steady gaze
- If your goal is to diffuse tension - use a neutral “Interview Stance” (one that is non-threatening, and easy to protect)
- Maintain a steady and precise speed and pace
- Move with purpose - Don’t appear rushed

## Positioning, Distance, Proximity and Barriers

- Identify your danger zone - Violent people tend to need more space
- Use barriers – counters, chairs, clipboards, a pen, your hands...
- Have an escape route
- Stay a little over one arm’s length away from the individual
- Be aware of “side-by-side,” oblique, or full-front positions

## Space

- Do not allow yourself to be surrounded
- Don’t lose access to your primary escape route
- Use the environment to your advantage
- Use barriers between you and hostile individuals
- Don’t be caught alone – bring a friend

## **Eye contact**

- Indicates level of intimacy and connection - must be congruent with the text and subtext of your situation and gestures
- Use eye-contact to establish communication, recognition, and understanding of the person's situation
- Use eye contact (along with words and subtle body language) to move and direct people with a minimum of physical contact

## **Voice**

- Control the tone, speed, and volume of your voice
- Use to match and "lead" the course and tone of the interaction

## **Attitude**

- Be positive at a rate of 2 to 1
- Use positive reinforcement

## **Appearance**

- Dress professionally – not in a way that will make you feel self-conscious or uncomfortable in a bad or dangerous situation